

COPILLOT[®] TRUCK MOBILE



User Guide

Contents

Welcome to CoPilot Truck Mobile!	1	Getting ETA's and Distances.....	47
Safety Warning	2	Saving a Current Location.....	48
Getting Started	3	Optimizing Your Stop Order.....	48
Requirements	3	Options	49
Hardware Setup	4	GPS Options	49
Connecting Your Smartphone	6	Routing Options	51
Installing CoPilot	7	Guidance Options	54
Software Activation	8	Map Options	54
Deactivation and License Upgrade	8	Live Options.....	55
Adding a Data Region	9	Upgrade License	55
Region Selection	10	Traffic Options	55
Changing the Voice Option At Any Time.....	10	POI Alerts.....	56
Map Download To Your Smartphone	11	CoPilot Modes	58
Data Selection Options	13	Trip Planning On Your Smartphone	59
Data Download Options	19	Trip Planning On Your Desktop PC	61
CoPilot Quick Start Application Download	20	Reference: CoPilot on Your Desktop.....	70
POI Download Options	21	CoPilot Live Communications	75
Trip Transfer	22	Real-Time Traffic Information	78
Importing Custom Places	23	CoPilot Technical Support	81
Using CoPilot for Guidance	27	Using Help Files	82
Address Entry	28	Software Registration	82
Stop Menu Options	31		
Entering a Home Address	34		
Entering a Work Address	34		
Favorites	35		
Intersection	36		
Contact Integration	36		
Finding Points of Interest	37		
Picking Stops from the Map	40		
Start Driving!	41		
Safety View	41		
Map Views	42		
Itinerary View	43		
Trip Editing	44		
Taking a Detour	45		
Selective Routing: Avoiding Roads	46		
Selective Routing: What Are Waypoints?	46		

Welcome to CoPilot Truck | Mobile!

CoPilot Truck | Mobile is changing the way truck drivers work, making it possible for street-level directions to be generated on a mobile phone, anywhere, within seconds. CoPilot Truck | Mobile, the first navigation system specifically designed for company drivers, owner operators, and leased operators, is the only way to get truck-specific directions on Smartphones.

Stay on Truck-Legal Roads with CoPilot

CoPilot Truck | Mobile, now available for Windows® Mobile™ -based Smartphones, provides turn-by-turn driving directions respecting commercial truck restrictions. CoPilot Truck | Mobile can be used in or out of the vehicle. There's no need to look at a printed map — you just listen and go!

CoPilot Truck | Mobile Features

- ◆ Spoken dock-to-dock directions
- ◆ Automatic route recalculation
- ◆ Detour around traffic and avoid roads
- ◆ Portable and easy to use
- ◆ Easy to see display screen
- ◆ Immediate access to up-to-date maps



CoPilot Truck | Mobile Includes...

- ◆ 6 million miles of U.S. roadways
- ◆ 1 million kilometers of Canadian roadways
- ◆ 13'6" height and 80,000 lb weight restrictions
- ◆ Hazmat and 53'/102" trailer restrictions
- ◆ Over 100 million North American addresses
- ◆ 3 million points-of-interest including truck stops, weight stations, and fuel locations
- ◆ 31,000 exit numbers

How CoPilot Uses GPS Technology

The Global Positioning System (GPS), developed by the U.S. Department of Defense, is a constellation of 24 satellites that orbit the Earth twice daily. Each satellite contains an atomic clock that is accurate to the nanosecond, and constantly emitting radio waves toward Earth. GPS sensors (hardware devices for receiving data) can receive these signals from the satellites. GPS relies on the fact that radio waves travel at the speed of light to calculate distances, and the exact location of the sensor is figured by combining the data received from four satellites.

Using the data from these four satellites, GPS is able to give you the latitude, longitude and elevation of your present location, and also your road speed and direction of travel on a route. Given the right conditions, a GPS sensor can identify your geographic position anywhere in the world within a few meters.

CoPilot uses the GPS positional data that it receives from your hardware unit to display your current position on a map as you drive. This is called "tracking". CoPilot also uses GPS data to guide you along a planned route if you enter a destination on your Smartphone. CoPilot guides you with audible prompts as well as on-screen directions as you drive.

GPS Accuracy

The GPS signal CoPilot receives from the constellation of satellites has a rated accuracy of within 5 - 10 meters. This means that 95% of the time the reported location is within 15 - 30 feet of your exact position. If CoPilot initially places you on the wrong road (this happens only rarely), keep driving and CoPilot will automatically correct itself and find your proper position.

Occasionally, CoPilot's GPS tracking will be less accurate or fail to work at all because your GPS receiver is unable to receive satellite signals. Heavy foliage, tall buildings, or any other structures obstructing communications will interfere with CoPilot's ability to track your location. Like your car radio, GPS tracking can also be affected by weather conditions if severe. CoPilot will continue tracking as soon as adequate signals are available. Despite these limitations, you can expect CoPilot to provide you with useable and accurate information most of the time. CoPilot will alert you if accurate information is unavailable.

Safety Warning

Always keep your hands on the steering wheel and eyes on the road when driving!

Do not use this product in any way that interferes with safe and attentive operation of a vehicle. When used in a vehicle, do not place the GPS receiver, antenna, power supply, or your computer where it may strike the driver or passengers if the vehicle turns sharply or stops abruptly. This product is designed, manufactured, and intended as an aid to planning and navigating routes. The accuracy of the map data, driving directions, and GPS tracking system is insufficient for this product to be used for autoated navigation or in any situation in which the failure of the product could lead directly to death, personal injury, or physical or environmental damage. The driver must remain alert at all times to actual road conditions and obey all posted signs and traffic regulations.

ALK Technologies assumes no responsibility for any damage or injury resulting from the use of this product.

Getting Started

This *User's Guide* includes complete instructions for installing your CoPilot Truck | Mobile software, downloading map data to the Smartphone, and using CoPilot on your Smartphone to guide you to your destination or to plan trips.

Here are the steps you need to take to get up and running with CoPilot Truck | Mobile:

- ✓ Connect your Smartphone to your desktop/laptop.
- ✓ Install CoPilot to your desktop and Smartphone using the Product Key found on the printed CoPilot *Quick Start* or on the supplied Product Key card.
- ✓ On your desktop, create a map data region and download it to your Smartphone.
- ✓ Activate CoPilot on your Smartphone.
- ✓ Enter an address and Start Driving!

Desktop PC Requirements

To install CoPilot Truck | Mobile on your desktop or laptop PC, you must have:

- ◆ Microsoft Windows 98, 2000, ME, XP, Windows NT® (4.0 or higher) or Windows Mobile 2003
- ◆ 400 MHz processor or better
- ◆ 16X CD-ROM or better
- ◆ 128 MB of RAM and a hard drive with at least 225 MB of available disk space
- ◆ Microsoft ActiveSync version 3.1 or later

Smartphone and GPS Requirements

- ◆ Smartphone 2002 or 2003
- ◆ Bluetooth GPS receiver

Hardware Setup

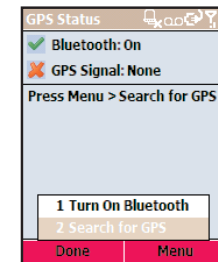
WARNING: Never leave your Smartphone or GPS receiver in a closed vehicle that exceeds 140° F.

Configuring the Bluetooth GPS Receiver:

1. Switch on your Bluetooth GPS receiver by flipping the switch to 1. The green and blue lights should turn on if the GPS receiver is properly charged.
Important: Please charge the receiver for several hours before set-up using the supplied in-car charger.
2. Launch CoPilot: From your home screen select **Start > CoPilot**. The GPS Status screen will be displayed.

NOTE: On the MPx220 select **Start > Settings > Bluetooth > Bluetooth**.

3. If Bluetooth does not have a green checkmark next to it (see picture below), select **Menu > Turn On Bluetooth**.

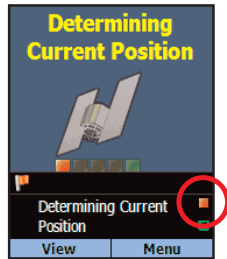


4. Press **Menu > Search for GPS** to search for your Bluetooth GPS receiver. When your receiver appears in the list, press **Select**.
After a few seconds the system should display 'GPS Signal: Found'. If after a few minutes the system has not found a GPS receiver, exit CoPilot, turn off the phone, turn off the GPS receiver, and then repeat steps 1 to 4.

Trouble-shooting: In the unlikely event that the system is still unable to find the GPS receiver, see *GPS Trouble-shooting*, p. 5.

5. Select **Done**. You are now ready to start navigating!

The small square on the bottom right of your screen in Guidance mode indicates your GPS 'fix' (see next page). Green is good, yellow is okay, and red means your GPS receiver does not have a fix.



To return to the GPS Status screen select **Menu > Options > GPS**.

TIP: Your GPS receiver won't function properly inside a building. Please be sure that the receiver has a clear line of sight to the sky, for example by placing it on a vehicle dashboard.

GPS Trouble-shooting:

If you still can't get a GPS signal, follow these steps and check the GPS status after each step:

1. Go to **Start > Settings > Bluetooth**. Check that Bluetooth is set to **"On"** (not **"Discoverable"** or **"Off"**). Some Smartphones automatically turn off Bluetooth when memory resources are low. Bluetooth is usually turned back on when memory resources become available.
2. Go to **Start > Configurations > BTSerialPortSetup** and check that the Outbound COM port is checked.
3. Close CoPilot.
4. Turn the phone off.
5. Turn the phone on.
6. Go through the directions above from scratch.

Connecting Your Smartphone

In order to successfully transfer data from your desktop to your Smartphone, you must have *Microsoft ActiveSync 3.1* (or later) installed. This software is necessary to connect the two machines and is provided by your Smartphone manufacturer. If you did not receive this software with your mobile device, contact the distributor immediately.

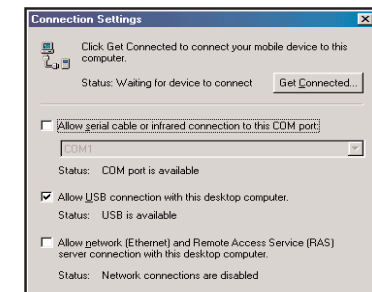
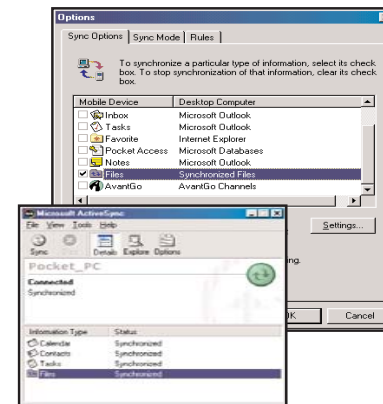


1. When connecting your Smartphone, if you have not set up a partnership between your Smartphone and your desktop, you will be prompted to do so. This is not required. If you choose not to set up a partnership select **Guest**

partnership, and you will be logged in as a *Guest* and ready to transfer data between machines.



2. If you have set up a partnership in the past, or choose to do so at this point, be sure to allow your Smartphone to synchronize with your desktop or laptop prior to launching CoPilot.



NOTE: If your desktop/laptop computer does not seem to be recognizing the connection with your Smartphone, select **Connection Settings...** from the dropdown **File** menu, and make sure you're connected using the appropriate Port. Then click **Get Connected...** in the **File** menu and follow the on-screen instructions.

Installing CoPilot Truck | Mobile

Your desktop/laptop and Smartphone should both be turned on. The cradle/cable for your mobile device must be connected to your desktop through either a USB or Serial port. Your Smartphone should be connected to your desktop via ActiveSync (see p. 6).

Installation Steps:

Step 1: Insert the CoPilot Truck | Mobile *Install Disc* into your CD-ROM drive. After a few seconds, the Installation Wizard will open. Follow the instructions, entering your **Installation Product Key** when prompted. This Product Key can be found on the front cover of your printed *Quick Start Guide* or on the supplied Product Key card.

NOTE: When asked to choose a language, you may have to scroll up to find the language you want.

The CoPilot application will be installed to your desktop PC and to your Smartphone separately. The Smartphone installation will ask if the default location (the device's storage memory) is where you want the application to be placed.

Step 2: When the installation is complete, a CoPilot icon will appear on your desktop. Click **Finish** to close the Installation Wizard.

Step 3: The first time you open CoPilot Truck | Mobile on your Smartphone, you will be asked to activate the product. You can open and use CoPilot's **desktop** trip planning software without activating it.

Software Activation

You must activate your CoPilot software in order to use it. The first time you open CoPilot on your Smartphone, the *Activate* screen will appear and you will be asked to activate the software.

For **Automatic Activation**, follow the on-screen instructions:

1. Synchronize your Smartphone with your desktop/laptop computer via ActiveSync.
2. Connect your desktop/laptop to the Internet.
3. Press **Done** when ready and enter your e-mail address when prompted. CoPilot will be automatically activated within a few seconds. Press **Done** to begin using CoPilot.

If you are unable to synchronize your Smartphone with your desktop/laptop but have internet access, you can select **Activate Manually**. Follow the on-screen instructions.

Deactivation and License Upgrade

The CoPilot desktop software contains street-level maps for all of Europe and the United States, and CoPilot is offered with different licenses that allow you to use some or all of these maps on your mobile device. Licenses are available for the following:

- (1) **Single region** - Detailed street-level maps for any of the following regions: Alps Ski Region, Benelux (Belgium, the Netherlands, and Luxembourg), France, Germany, Italy, Pyrenees, Scandinavia, and the United Kingdom.
- (2) **Pan-Europe** - Complete street-level maps for all of Europe
- (3) **United States** - Complete street-level maps for the entire U.S.

After purchasing the license, go to **Menu > Options > Upgrade License**. Press **Menu > Activate/Upgrade**, and input your upgrade **Product Key**. Proceed through the activation process. The CoPilot desktop software already contains complete European maps, which can now be downloaded to your mobile device for in-vehicle use. If you purchased CoPilot with a single region license and later want to use street maps from other regions, you will need to purchase an upgrade license from your dealer.

Adding a Data Region

If you have purchased an additional data region after your initial purchase of CoPilot, you will need to modify the original ("Base") installation and activate the new region.

IMPORTANT: You can only use your Expansion Product Key AFTER you have installed CoPilot with a Product Key for the Base product. If you have not yet installed CoPilot, please do so first and then follow the instructions below.

ON YOUR DESKTOP/LAPTOP:

1. Insert your CoPilot **Install Disc** into your CD-ROM drive.
2. Select **Modify** and click **Next** when the InstallShield Wizard appears.
3. Enter your Expansion Product Key when prompted to enter a **Product Key**.
4. Follow the on-screen instructions for installing to your desktop and Smartphone.
5. The Activation Wizard will appear at the end of installation. Activation occurs just as it did when you originally installed CoPilot.

ON YOUR SMARTPHONE:

IMPORTANT: You must install CoPilot to your Smartphone using your Base Product Key AND you must have data downloaded to your Smartphone before using your Expansion Product Key.

1. Open CoPilot on your Smartphone.
2. Press the **Menu** softkey, then select **Options > Upgrade License**.
3. Enter your Expansion Product Key (found in your order confirmation e-mail) when prompted to enter a **Product Key**.
4. Follow the on-screen instructions.
5. Activation occurs just as it did when you originally installed CoPilot.

If you have any questions about this process, please visit our Support Center at www.alk.eu.com or send an e-mail to support@alk.com.

Region Selection

If you purchased an additional data region, when downloading map data to your Smartphone you will need to make sure the proper region is active. To do this, on your desktop in Planning mode click the **Map** menu > **Region** > and check the desired region.

Changing the Voice Option at Any Time

CoPilot offers one or both of the following voice options, depending on your selected language:

- ♦ **Male Pre-Recorded Sound Files**
- ♦ **Female Pre-Recorded Sound Files**

To change the voice option:

1. Connect your Smartphone to your PC via Activesync.
2. Insert the **Install Disc** into your CD-ROM drive.
3. Select **Modify** from the InstallShield menu and click **Next**.
4. Enter your **Installation Product Key** (found on the front of your printed *Quick Start Guide* or on the supplied Product Key card) and click **Next**.
5. Make sure that ONLY **Smartphone Installation** is checked and click **Next**.
6. Select your voice option and click **Next**.
7. Click **Yes** to reinstall Pocket Speech.
8. Click **No** to reinstall CoPilot.
9. Press **Ok** on your Smartphone to reinstall.
10. Press **Yes to All** if prompted.
11. Click **Ok** on your desktop, then click **Finish** to complete the process.

Map Download to Your Smartphone

To use CoPilot Truck | Mobile on your Smartphone, you first need to download map data from your desktop or laptop computer to your mobile device. You select the data to download from one or more regions that you specify in the CoPilot application on your desktop. It's a simple process.

To begin the data download process, open the CoPilot Truck | Mobile application on your desktop/laptop, then click the Data Download Wizard icon or pick **Data Download Wizard** from the **File** menu. CoPilot gives you two options for downloading data:

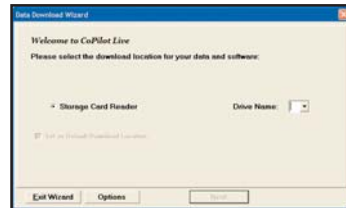
- Download directly to your Smartphone using a Storage Card Reader — follow steps **(1)**, **(2)**, and **(3a)** below.
- Download to a hard drive on your computer, then manually copy the data to your Smartphone using ActiveSync — follow steps **(1)**, **(2)**, and **(3b)** below.

(1) Choose a Storage Location:



1. Open the CoPilot application on your desktop/laptop, then click the **Data Download Wizard** icon in the sidebar on the left. Make sure your Smartphone is synchronized. CoPilot will scan your computer to detect which drive options are available.

2. Click on the **Drive Name** pick list that appears and select either the drive letter of your Storage Card Reader (if you are using one) or the drive letter of your Hard Drive (e.g. C). Click **Next**.



(2) Select a Data Area:

Select a data area using one of three methods (see *Data Selection Options* p. 13-18 for a description of each method):



City Radius to select an area around a town or city;



Map Area to select an area directly from the map;



Trip to select a corridor along a route between two places.

(3) Download the Data:

(3a) Using a Storage Card Reader:

1. Make sure the Storage Card for your Smartphone is inserted in the Storage Card Reader.



2. Clicking the **Download** icon will take you to a screen where *Available Area(s)* for download are displayed on the left. To designate an area to include in the download, highlight it and then click on the right arrow button to move it to the *Data Included in This Download* list on the right. To take an area off the list, highlight it and click the left arrow button.

3. After confirming that the area(s) you would like to download are in the *Data Included in This Download* list, click **Download** to complete the map data download process (see *Data Download Options*, p. 19-20).

4. Remove the Storage Card from the Storage Card Reader and insert it into the Smartphone. Your data is now ready to be used by CoPilot.

(3b) Using ActiveSync:

1. Ensure that your Smartphone is connected to the desktop/laptop via ActiveSync.



2. Clicking the **Download** icon will take you to a screen where *Available Area(s)* for download are displayed on the left. To designate an area to include in the download, highlight it and then click on the right arrow button to move it to the *Data Included in This Download* list on the right. To take an area off the list, highlight it and click the left arrow button.

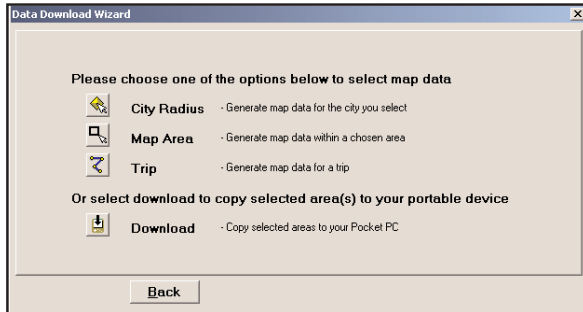
3. After confirming that the area(s) you would like to download are in the *Data Included in This Download* list, click **Download** to complete the map data download process (see *Data Download Options*, p. 19-20).

4. On the desktop, double click the **My Computer** icon. Navigate to the drive letter you downloaded the data to. The data you downloaded will be in a folder named "CoPilot". For example, if you had chosen Drive C, the data would be in the folder "C:\CoPilot\".

5. Copy the CoPilot folder by right clicking on it and selecting **Copy**.

6. Open ActiveSync and click on the **Explore** icon. Navigate to the Smartphone's Storage Card. Use the menu option **Edit > Paste** to copy the folder to your Smartphone's Storage Card.

Data Selection Options



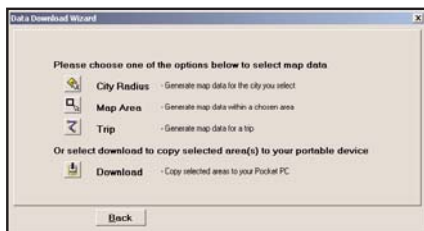
After you specify a location where the data will be stored, you will be prompted to select a region on the map to download. CoPilot gives you a choice of three ways to select a data region, described p. 13-19 below.

City Radius Data Selection

This method allows you to quickly select data in the shape of a circle surrounding any city on the map. In the Data Download Wizard you type a city name and state abbreviation or ZIP code and enter the number of miles you would like the radius to extend around the city, then click **Next**.

The Wizard displays a map that shows the city and the radius you chose. At this point you can zoom the map in and out using zoom buttons and adjust the size of the data area by altering the radius of the circle.

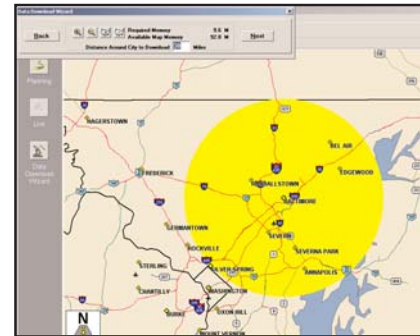
Follow these steps to download City Radius data:



1. Click the **City Radius** icon in the Data Download Wizard.

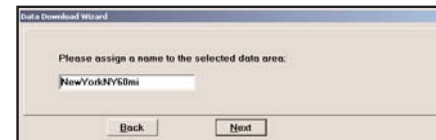


2. Enter a **City, State or ZIP code**, and a **mile radius** around the area that you would like to download. Click **Next** to verify that the area is correct.

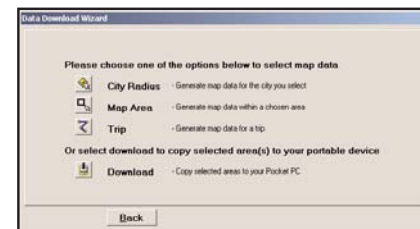


3. Using the Data Download Wizard toolbar you can zoom in or out, change the radius, or go back to the previous screen. When you are satisfied with your selection, click **Next**.

Note: CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (if you are using one) to account for support files.



4. Name the selection, then click **Next**.



5. You will return to the *Data Selection* menu where you can select another data area if you like, using any method. When you finish selecting data areas, click the **Download** icon and you will be taken to the final screen where you can build your download.

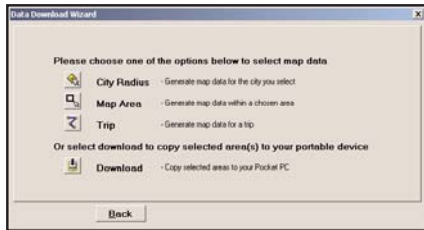
Map Area Data Selection

This method of selecting data allows you to choose an area of data by drawing a box on the Data Download Wizard's map screen.

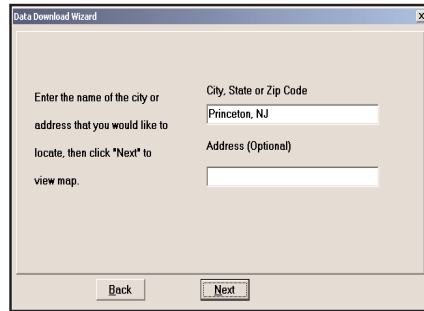
In the Wizard, you enter a city name near which you would like to select data, then click **Next**. The map will zoom to that location. Then you create a box around the desired area by clicking and dragging your mouse across the map. The street-level data within that box will be selected.

You can zoom the map in and out using the zoom buttons and adjust the size of the data area by redrawing the box.

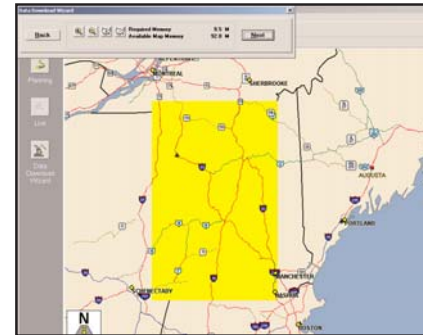
Follow these steps to download Map Area data:



1. Click the **Map Area** icon in the Data Download Wizard.

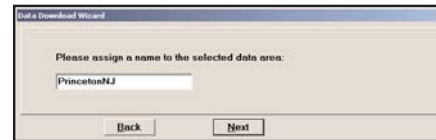


2. Enter a **City, State or ZIP code** (address optional) within the area that you would like to download. Click **Next**.



3. Click and hold the **left mouse button** and **drag the cursor** to draw a box around a desired area. The size of the area will be displayed in the toolbar. Click **Next**.

Note: CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (if you are using one) to account for support files.



4. Name the selection, then click **Next**.



5. You will return to the *Data Selection* menu where you can select another data area if you like, using any method. When you are finished selecting data areas, click the **Download** icon to go to the final screen where you can build your download.

Trip Data Selection

The Trip method of selecting data is by far the most customizable method. This option allows you to run a trip and select street-level data specific to that trip, thereby avoiding unneeded data and saving valuable memory space.

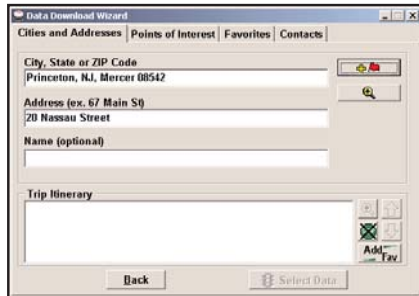
Once the trip is run, the Data Download Wizard automatically selects circles of data around your origin and destination, and a corridor of data along your route. You can then click **Options** to adjust the radius of the circles and the width of the corridor.

The Trip Itinerary for each trip you download will be stored on your Smartphone. Multiple trips can be downloaded to the Smartphone for later use (see *Trip Transfer*, p. 22).

Follow these steps to download Trip data:



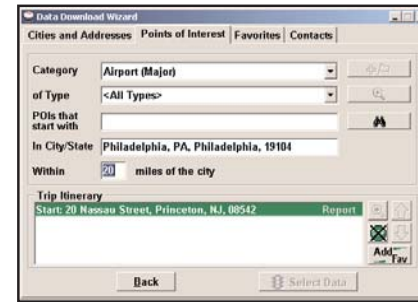
1. Click the **Trip** icon.



2. Enter at least a start and end place for your trip. In the *Cities and Addresses* tab, type a **City, State or ZIP Code** and press <Enter>. Optionally, you can enter an address in the same way. Click the **Add Stop** button to add this place to your trip.



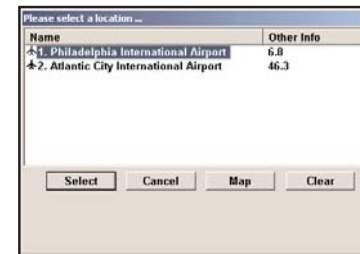
You may enter one or multiple destinations. Use the buttons to the right of the *Itinerary* to zoom to a stop on the map, change the order of stops, or delete a stop.



3. To search for a POI, click the *Points of Interest* tab, enter a **City, State** or a ZIP Code and click the **Find** button.

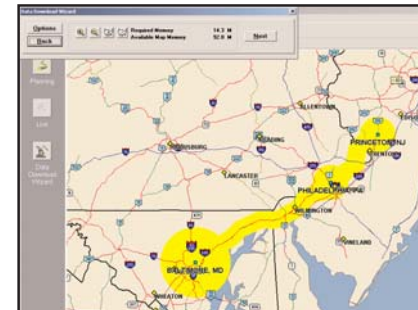


You can speed up your search by selecting a POI **Category** and/or **Type**.



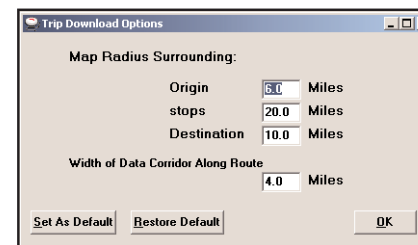
- 3a. Highlight a selection, click **Select**, then **Add Stop**.

Note: For a more detailed description of trip entry, open CoPilot Help from the desktop application (**Help** menu > **Help Contents and Search**).

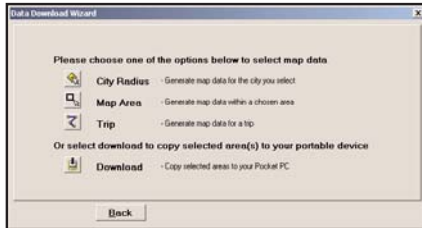


4. When all your stops have been entered, click **Select Data**.

By default a 20 mile radius around all stops and a width of 4 miles along the corridor which connects them will be highlighted. **Note:** CoPilot's available memory calculations subtract 15 MB from the available memory on your storage card (If you are using one) to account for support files.



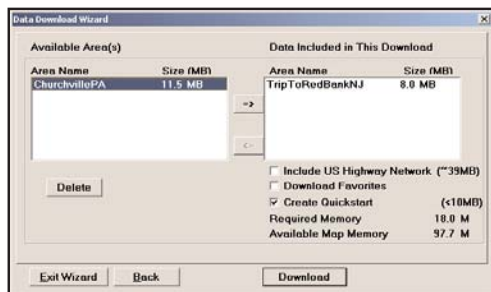
5. To customize these distances for any trip, click **Options** and type a distance in the appropriate box.



6. You will return to the *Data Selection* menu where you can select another data area if you like, using any method. When you are finished selecting data areas, click **Download**. Trip itineraries that were created using the *Trip* download method will be transferred along with map data (see p. 22 for details).

Data Download Options

When you're ready to execute a download, the Wizard will display a list of **Available Area(s)** for download on the left side of the window. To designate an area to include, click on it and then click on the right arrow button to move it to the **Data Included in This Download** list. If you need to move an area off the *Included* list, click on it and use the left arrow button.



To delete an area from memory, click on it and click **Delete**.

Notice that the amount of available map memory and the memory required for all the areas on the Included list is shown beneath the list. **NOTE:** CoPilot's available memory calculations subtract 15 MB from the your storage card (if you are using one) to account for support files.

IMPORTANT: Each data download overwrites the data that is already on your Smartphone. If any data areas are already loaded on your Smartphone, they will be overwritten by the new download. Therefore, your download must include all areas that you wish to have available on your Smartphone.

Check **Include US Highway Network** to download CoPilot's complete United States Highway Network along with your data. This additional download requires approximately 36 MB of space on your Smartphone. When this network is loaded, major roads, cities, and some points of interest outside your selected data region will be shown on the map and you'll be able to receive guidance as you drive anywhere in the U. S.

Check **Download Favorites** to download your Favorites list from the Trip Planner window on your desktop along with map data. These addresses will then be available as Favorites for trip entry on the Smartphone.

RECOMMENDED OPTION: It is recommended that you leave **Create QuickStart** checked (see below for a description of this feature), but you may uncheck it if you don't want the QuickStart copied with your download.

CoPilot QuickStart Application Download

Each time you download data, CoPilot gives you the option to download a complete, ready-to-use "QuickStart" version of CoPilot along with the data. Having the QuickStart version on your mobile device ensures that CoPilot will be available even if you experience technical problems with your Smartphone and need to perform a hard reset. (During a hard reset, all installed applications are deleted from the Smartphone.) **The QuickStart version will automatically install CoPilot after a hard reset, and your map data will already be there!**

To run the QuickStart application on your mobile device after a hard reset, simply turn on your Smartphone. CoPilot will automatically begin installation.

The QuickStart option can be turned on or off in the final step of the download process (see above). **By default this option is active and the QuickStart download will be executed each time you download map data.**

The QuickStart needs **10 MB** of space on your Storage Card. Once the QuickStart has been copied, you can save time the next time you download data by unchecking the **Create QuickStart** option in the final Data Download Wizard screen before proceeding to download. You will also want to uncheck this option if you do not have enough room on your Storage Card for it.

If the QuickStart is copied onto your Storage Card and you need to remove it, simply delete the folder that contains it. The folder will be named "2577".

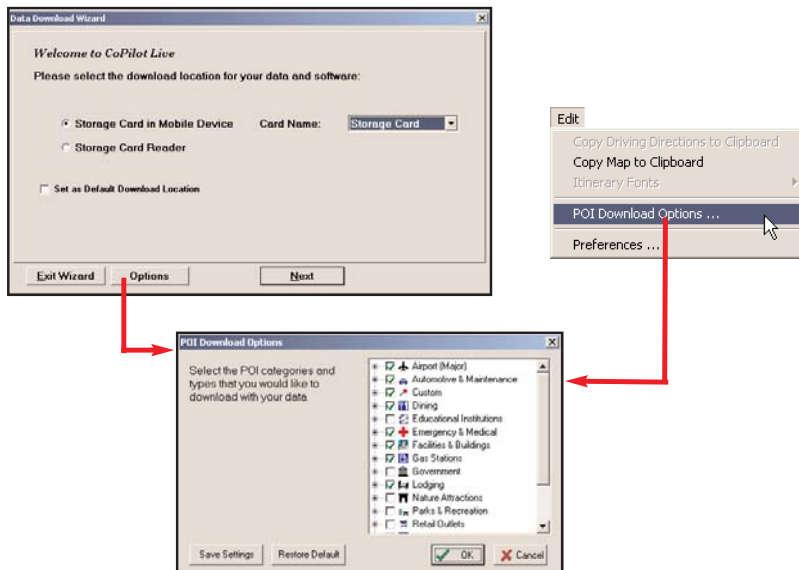
POI Download Options

When you download a data region, you get all roads within that region. Also included are regional points of interest (POI) such as gas stations, hotels, restaurants, visitor attractions, etc.

CoPilot now lets you control the number and types of POI that get downloaded along with map data. You can save space on your Smartphone by eliminating categories of POI that you're not interested in seeing.

To select which POI categories you want, choose **POI Download Options** from the **Edit** menu in the desktop application or, when you first open the Data Download Wizard, click the **Options** button in the Wizard. Check the categories you wish to select (click the plus sign next to each category to see the included sub-categories).

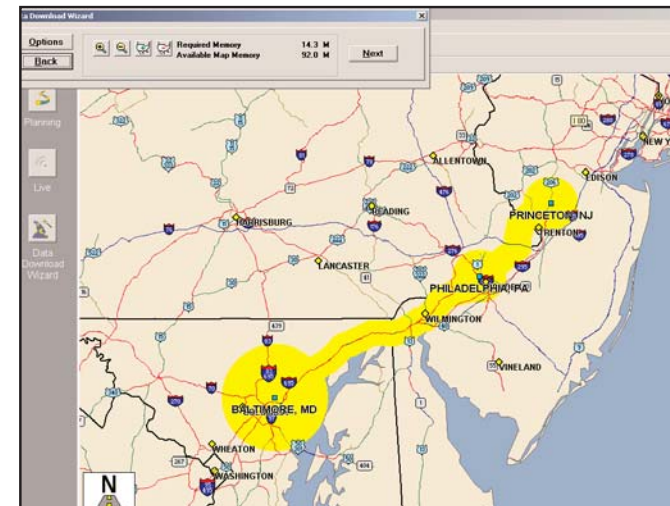
Click **Save Settings** to save the set of categories you create. Click **Restore Default** to return to CoPilot's default categories.



Trip Transfer

When you use the **Trip** download option, CoPilot transfers whole trips to your Smartphone. The trip you create, including its Itinerary, is transferred along with the surrounding data corridor, and it becomes the current trip.

The **Trip** download option creates a .TRP file that is placed in the **Save** directory in the CoPilot installation folder on your Smartphone. Subsequent downloads will add more .TRP files to this folder. The number of trips that may be stored is limited only by the available memory on your Smartphone. If multiple trips are downloaded, the last one to be added will open as the current trip. Use the **Saved Trip** stop entry option on your Smartphone to open stored .TRP files.



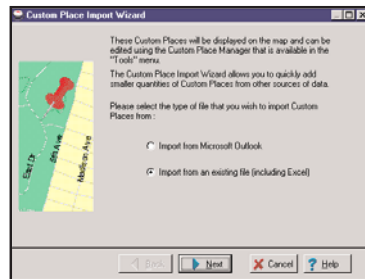
Importing Custom Places

CoPilot's Custom Place Import Wizard enables you to import addresses from your Outlook Contacts database, an Excel file, or text file. (If you are using another type of database or contact manager, you can export your contacts/locations to an Excel or text file before importing them into CoPilot.) These points are then added to CoPilot's POI database in a category and type of your choice (the default category is "Custom"). Once in the database, they are displayed on maps as pushpins and included in search results when you search for points of interest on your Smartphone or in the Trip Planner window on your desktop/laptop.

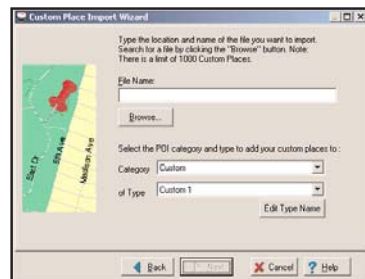
NOTE: CoPilot now allows importing of multiple POIs with the same name (e.g. an entire database of "Starbucks").

To access the Wizard, choose **Import Custom Places** from the **Tools** menu in Planning Mode on the desktop, then follow the step-by-step instructions given by the Wizard.

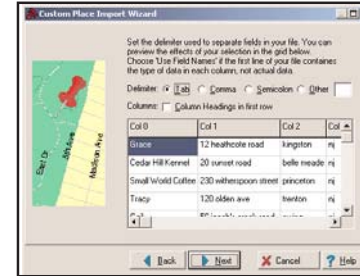
Steps for Importing:



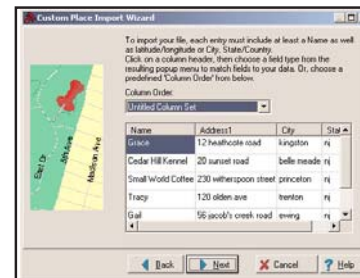
1. In Planning Mode on your desktop/ laptop, choose **Import Custom Places** from the **Tools** menu to open the Import Custom Places Wizard.
2. Choose **Import from Microsoft Outlook** or **Import from an existing file** (this can be a .txt or an Excel file). Click **Next**.



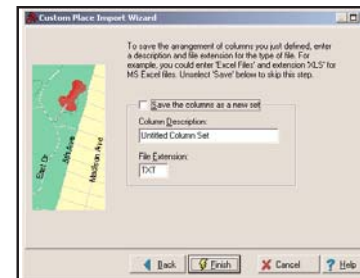
3. In the next Wizard screen, type the path to the file you want to import or **Browse** for it, and use the **Category** pick list to indicate a POI category for your imported places (by default they are assigned to "Custom"). You can also choose a **Type** from the pick list. To edit the type name, highlight it on the pick list and click **Edit Type Name** below. Click **Next** when ready.



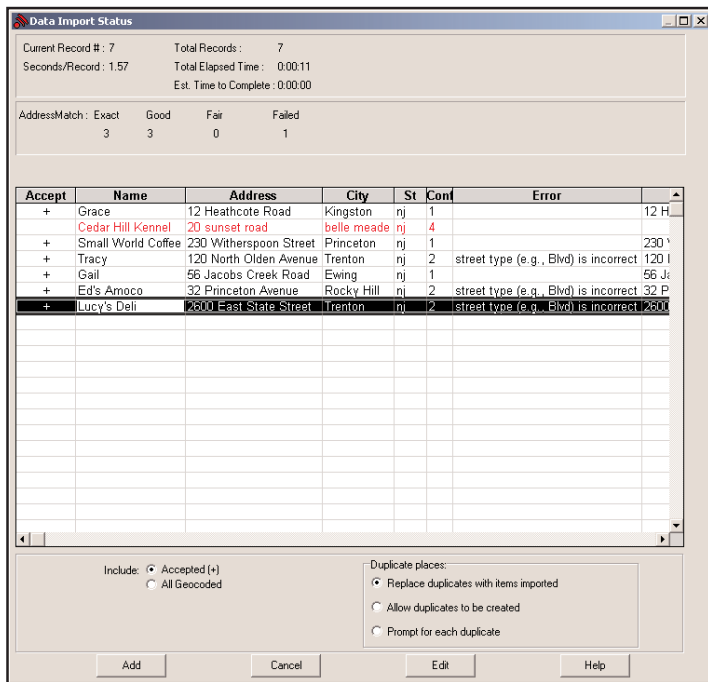
4. In the next screen you'll see the data from your file sorted into columns. If the columns you see in the screen have not sorted the address data correctly, you need to indicate which delimiter CoPilot should recognize when it separates the fields in your file into columns. Each field — e.g. name, street address, city, state, etc. — needs to be separated by a delimiter such as a tab, semicolon, or comma. If your file uses a delimiter other than a comma, tab, or semicolon, click **Other** and type the delimiter in the box to the right. If the first row of your file consists of column headings, you should check **Column headings in first row**. Click **Next** when ready.



5. Now, following the instructions on the screen, click each column heading and match the column headings with your data. To be accepted by CoPilot, each imported place must have at least four fields: **Name, Address1, City, and State**. Click **Next** when ready.



6. In the next screen, following the instructions, you can assign a name to the set of columns you just defined to save you time the next time you import addresses. To skip this step, uncheck **Save the columns as a new set**. Click **Finish**.



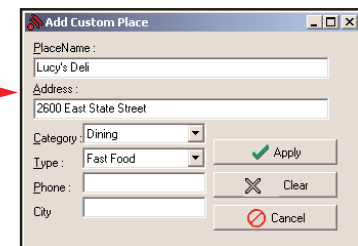
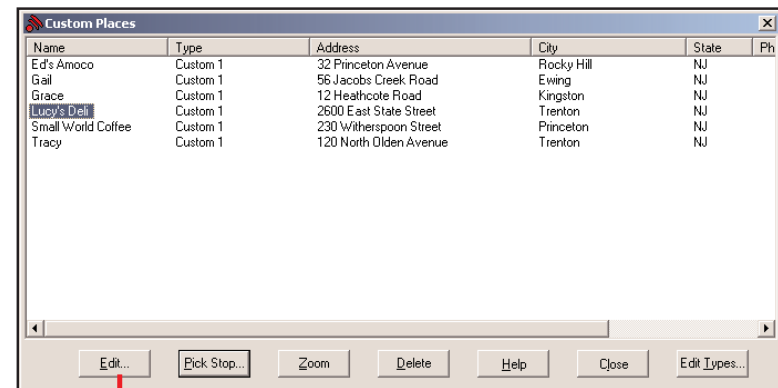
- When processing is finished, the Data Import Status window shows you how many places in your file were matched with addresses in the CoPilot database. A plus sign in the **Accept** column indicates a match. Places that failed to match appear in red and do not have a plus sign.
- To edit a failed or incomplete match, highlight it and click **Edit** (see *Editing Custom Places*, next page). POI addresses can also be edited after they are added to the database using the Custom Place Manager.
- When you are satisfied with the list of addresses, click **Add** to add these places to the CoPilot database.

Options below the list let you 1) choose whether to add all addresses on the list to the database, or just those that were accepted, and 2) determine how CoPilot will handle any address that duplicates one already in the database.

Editing Custom Places

After custom places have been added to the database, they can be edited at any time. Select **Manage Custom Places** from the **Tools** menu, then highlight the custom place you wish to edit, click **Edit**, and make your changes. Click **Apply** when finished.

NOTE: By default, addresses entered as Custom Places are assigned to the Custom POI category. You can change this assignment at any time by selecting another **Category** from the drop-down pick list as you edit.



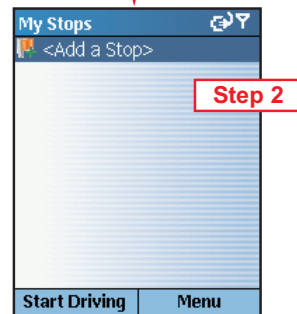
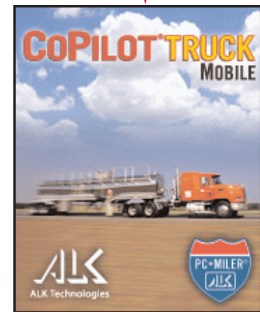
Using CoPilot for Guidance

In CoPilot's Guidance Mode on your Smartphone, you will receive turn-by-turn route guidance information as you travel. For your safety, the Safety View screen will hide maps when your speed exceeds 10 m.p.h. to avoid distractions.

REMINDER: CoPilot won't open on your Smartphone unless map data has been previously downloaded from the CoPilot desktop application.



1. To launch CoPilot, select your Smartphone's **Start** softkey, then navigate to the **CoPilot** application in the Start menu and press the **Action** key.



2. CoPilot will open with the **My Stops** screen. To enter a destination, press the **Action** key with **<Add a Stop>** selected.



3. The **Select Stop** screen gives you eight ways to enter a destination. You can:

- 1 Enter a new **Address**
- 2 Enter your **Home** address
- 3 Enter your **Work** address
- 4 Select a **Favorite**
- 5 Enter an **Intersection**
- 6 Enter an **Outlook Contact**
- 7 Search for a **Point of Interest (POI)**

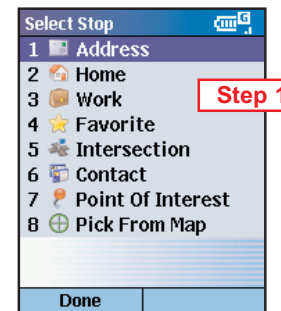
Press the **Action** key on the option you want (these options are described on the following pages).

There's no need to enter a starting location. CoPilot uses GPS positioning to determine your location automatically.

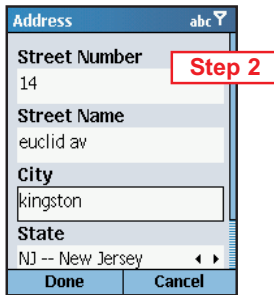
When you have entered at least one stop in the **My Stops** screen, you can press the **Start Driving** softkey and CoPilot will begin guiding you with on-screen and spoken directions.

If you take a wrong turn or decide to take a different route than the one CoPilot has generated, no problem! CoPilot will almost instantly recalculate new directions from your current position. You simply won't be able to get lost using CoPilot!

Address Entry

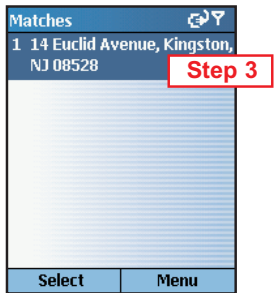


1. Select **Address** in the **Select Stop** screen to enter a city or ZIP code and (optionally) a street address as a stop.



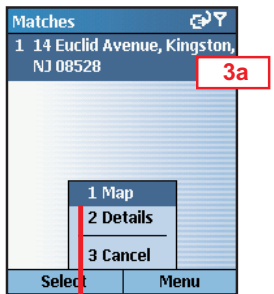
2. In the **Address** screen, enter a **Street Name** with or without a **Street Number**. In the **City** field, enter either a city name or a ZIP code. Choose a **State** from the pick list. **NOTE:** Street address entry is optional, if you like you can enter only a city or ZIP code and state.

To return to the **Select Stop** screen to start over, press **Cancel**.

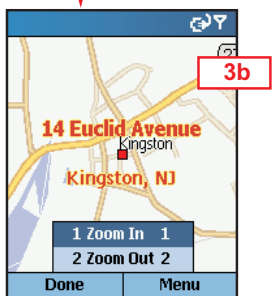


3. The **Matches** screen will display a list of matches that were found in the CoPilot database. Highlight your choice and press the **Select** softkey to continue.

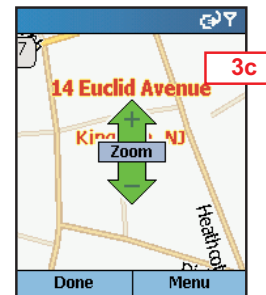
To return to the **Address** screen, press the **Menu** softkey and select **Cancel**.



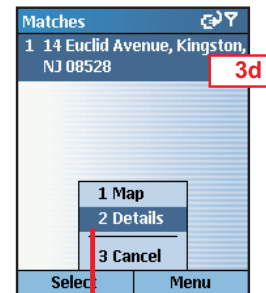
3a. To see any match on the map, press the **Menu** softkey and select **Map**.



3b. In the map screen, to zoom your view of a place in closer or out farther away, press the **Menu** softkey and select one of the zoom options.

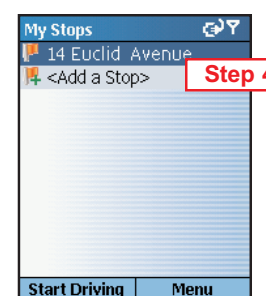
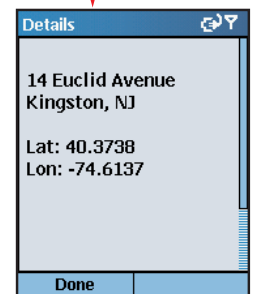


3c. For quick zooming, pressing the **Action** key will display zoom arrows. Tap up on the Action key to zoom in or down to zoom out — these actions can be repeated until the highest or lowest zoom level is reached.



3d. To display the latitude and longitude of any match, press the **Menu** softkey and select **Details**.

Press the **Done** softkey to return to the **Matches** screen.



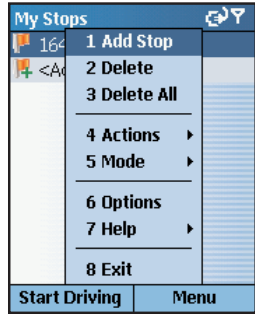
4. You will see the destination you entered in the **My Stops** screen.

Press the **Start Driving** softkey to begin receiving guidance, then start driving!

See *Start Driving!*, p. 41 for a description of CoPilot guidance screens.

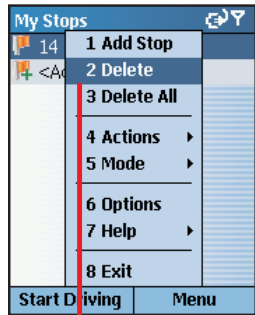
Stop Menu Options

In the **My Stops** screen, press the **Menu** softkey to access options that include adding, deleting, moving, editing, and optimizing your stops.



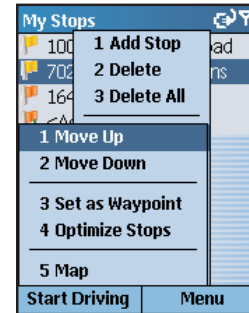
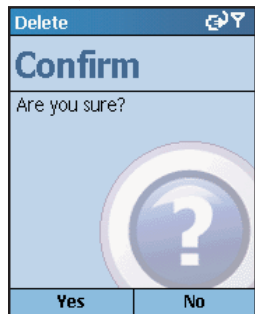
Add Stop

To add another destination, choose **Add Stop** from the menu. (You can also simply highlight **<Add a Stop>** in the **My Stops** list and press the **Action** key.)



Delete

Select **Delete** to delete the highlighted stop, or **Delete All** to clear all stops from the list (you will be asked to confirm this action).



Actions

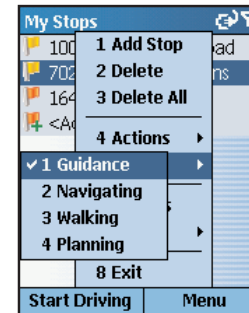
Select **Actions >** to access more stop options:

> **Move Up/Down** — Change the order of stops on your trip by moving the highlighted stop up or down on the list.

> **Set As Waypoint** — Turn the highlighted stop into a waypoint. The purpose of waypoints is to guide your route along roads you prefer. See p. 44 for more on waypoints.

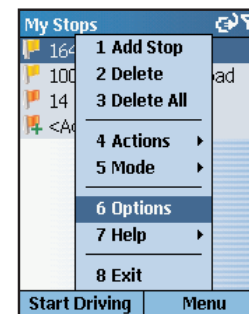
> **Optimize Stops** — Reorder stops on the list to achieve the most efficient route, keeping your final destination the same.

> **Map** — See the highlighted stop on the map.



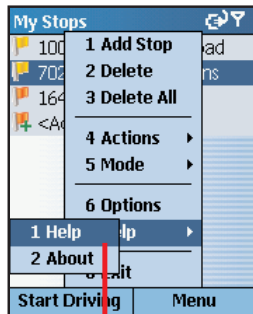
Mode

Select **Mode** to switch between **Guidance**, **Navigating**, **Walking**, and **Planning** mode — see p. 56 for a description of each mode.



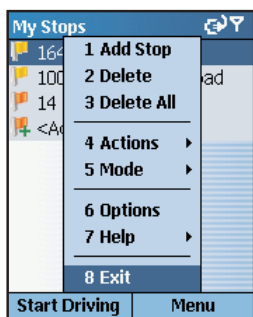
Options

Select **Options** to change routing options — see p. 49-57.



Help

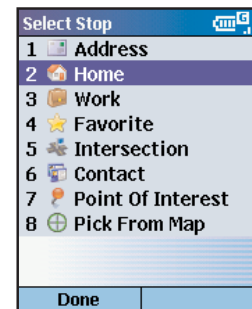
Select **Help** > and choose **Help** for on-screen instructions about basic CoPilot features, or **About** for version information about CoPilot.



Exit

Select **Exit** to close the CoPilot application.

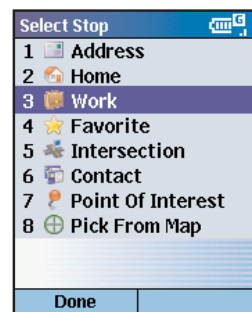
Entering Your Home Address



To program your home address for quick trip entry, select **Home** in the **Select Stop** screen and enter your home address as you would a new address (p. 28). The next time you want to enter your home address as a stop, just select **Home** in the **Select Stop** screen and your address will be automatically entered.

To edit your home address, select **Favorite** in the **Select Stop** screen, highlight your home address on the list, then press the **Menu** softkey and choose **Edit**. Or, select a different Favorite from the list and choose **Set as Home** from the menu.

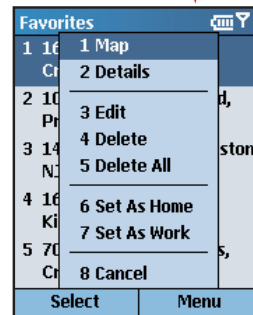
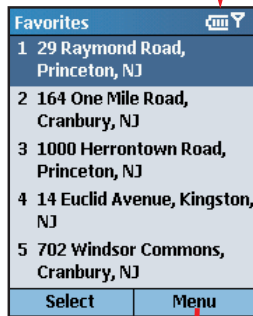
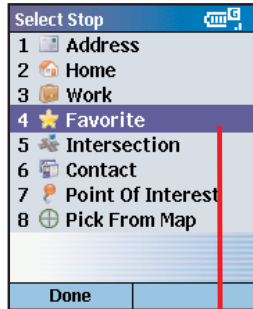
Entering Your Work Address



To program your work address for quick trip entry, select **Work** in the **Select Stop** screen and enter your work address as you would a new address (p. 28). The next time you want to enter your work address as a stop, just select **Work** in the **Select Stop** screen and your workplace will be automatically entered.

To edit your work address, select **Favorite** in the **Select Stop** screen, highlight your work address on the list, then press the **Menu** softkey and choose **Edit**. Or, select a different Favorite from the list and choose **Set as Work** from the menu.

Favorites



CoPilot automatically places every stop you enter on a list of favorite places for future quick trip entry. To enter a favorite as a stop, first select **Favorites** in the **Select Stop** screen. In the next screen, choose one of the places on the scrollable list, then press **Select**.

MENU OPTIONS:

Press **Menu** at the bottom of the screen to access these options:

Map — Zoom to the highlighted favorite.

Details — View or edit address data for the highlighted favorite.

Edit — Edit the highlighted favorite.

Delete — Delete the highlighted favorite.

Delete All — Delete all favorites from your favorites list.

Set as Home — Set the highlighted favorite as your **Home** address for quick trip entry.

Set as Work — Set the highlighted favorite as your **Work** address for quick trip entry.

Cancel — Return to the **Select Stop** screen.

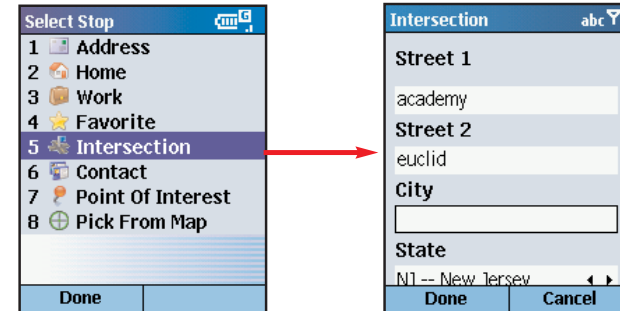
NOTE: When the number of Favorites on your list reaches 50, each new address will replace the address that has been inactive for the longest period of time.

To Save Your Current Location As a Favorite:

You must be receiving GPS data to save your current location as a favorite. In any display screen press the **Menu** softkey, then select **Actions > Save GPS Location**.

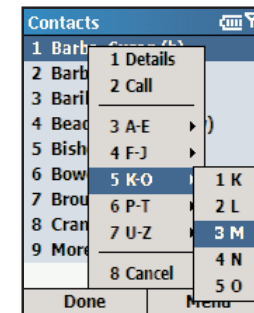
Intersections

Choose **Intersection** in the **Select Stop** screen to enter the intersection of two roads as a stop on your route. Intersections are entered just like addresses (see p. 28), except that instead of a house number you enter a “First Street” and “Second Street”. You can name this location if you like.



Entering an Outlook Contact

CoPilot allows you to link directly to Microsoft® Pocket Outlook to retrieve address information. Within moments, you can enter a contact’s home and/or work address as your destination.



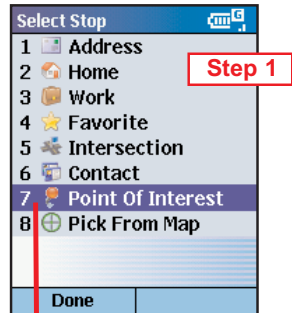
To enter a contact, first select **Contacts** in the **Select Stop** screen. In the next screen you’ll see your list of contacts.

To select a contact, press the **Menu** softkey, select a range of letters, then choose a letter from the sub-menu to display all names that begin with that letter. Highlight the contact you want, then press **Done**.

Press **Menu** and select **Cancel** to return to the **Select Stop** screen. To **view or edit a contact’s address**, select **Details**. To put a call through to a contact, select **Call**.

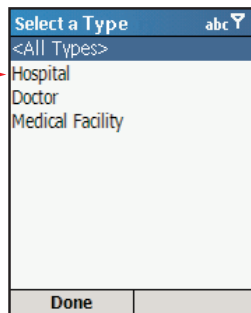
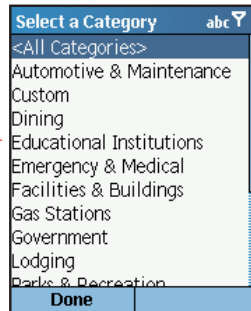
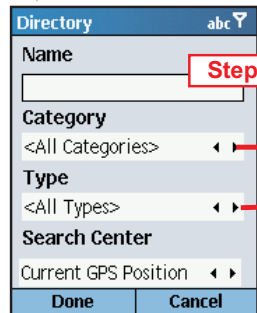
Finding Points of Interest

CoPilot enables you to search for points of interest (POI) such as gas stations, hotels, restaurants, visitor attractions, etc. within the region for which map data was downloaded from your desktop/laptop computer. You can then choose a destination from the list of search results.



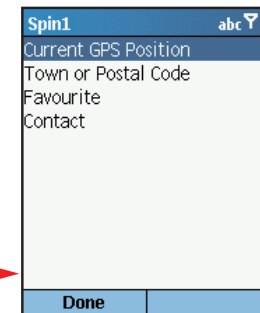
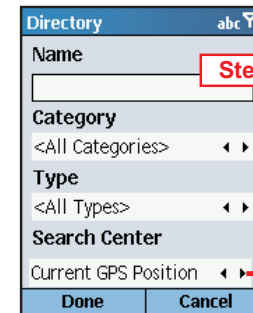
1. Select **Points of Interest** in the *Select Stop* screen to search for POI.
2. To narrow your search and cut down on the time it takes, you can (optionally) type the first few letters of a place you have in mind in the **Name** field.

You also have the option to choose a **Category** and **Type** of POI from the pick lists provided.

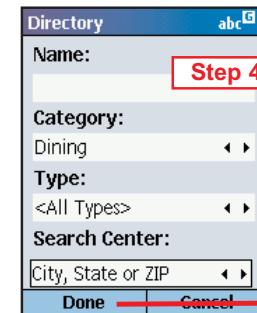


3. From the **Search Center** pick list, choose an area for CoPilot to search (use the arrows). Options are:

- **Current GPS Position** (search an area around your current location)
- **City, State or ZIP** (enter a city and state or ZIP code)
- **Recent** (choose a location you recently entered as a destination)
- **Contact** (choose an address from your Contacts list)

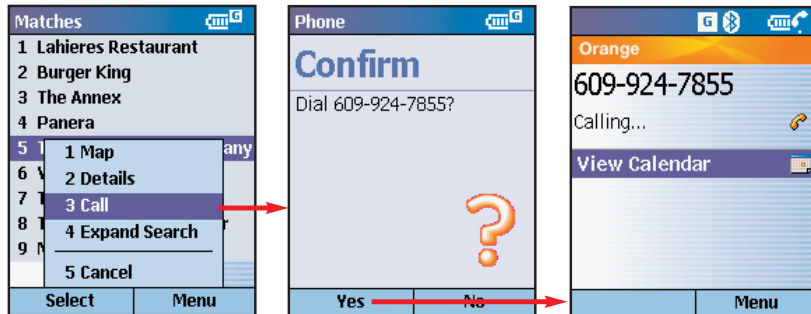


4. Press **Done** to begin the search. A list of POI will be generated. In that screen you can press **Menu** for more options.

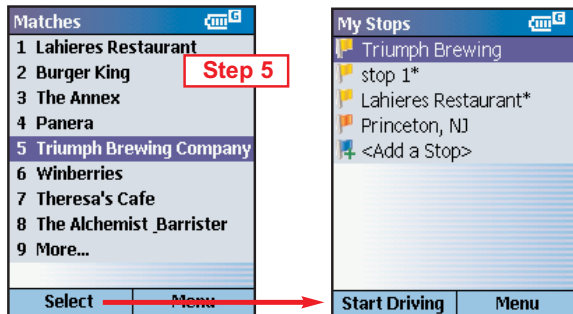


Picking Stops from the Map

(Optional) In the menu, **Map** zooms to the highlighted POI on the map, **Details** gives you more address information, **Expand Search** executes the search again over a wider area, and **Call** enables you to make contact by phone.

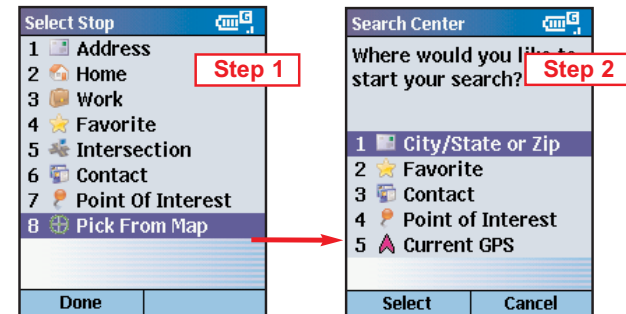


5. To add a POI as a stop, highlight it in the Matches list and press **Select**.



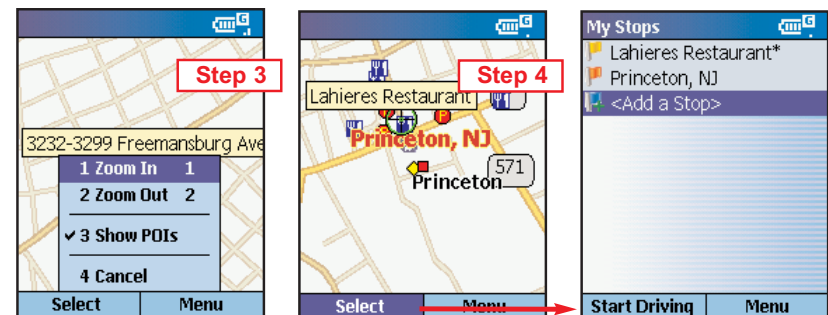
CoPilot enables you to pick a stop off the map when you don't know the exact address of your destination.

1. Select **Pick from Map** in the *Select Stop* screen.
2. CoPilot will prompt you to enter a location where you can start searching for the place you have in mind. Highlight one of the options, press **Select**, and enter any necessary information. Choose **Current GPS** to zoom to your current location.



3. CoPilot will zoom to the place you enter, and a crosshair cursor will appear on the map. Use the menu to **Zoom In** or **Zoom Out**. Check **Show POIs** on the menu to display points of interest.

4. With the cursor on the place or address you want to pick, press **Select** to add this place as a stop. Places picked from the map are marked by an asterisk in the stop list.



Start Driving!

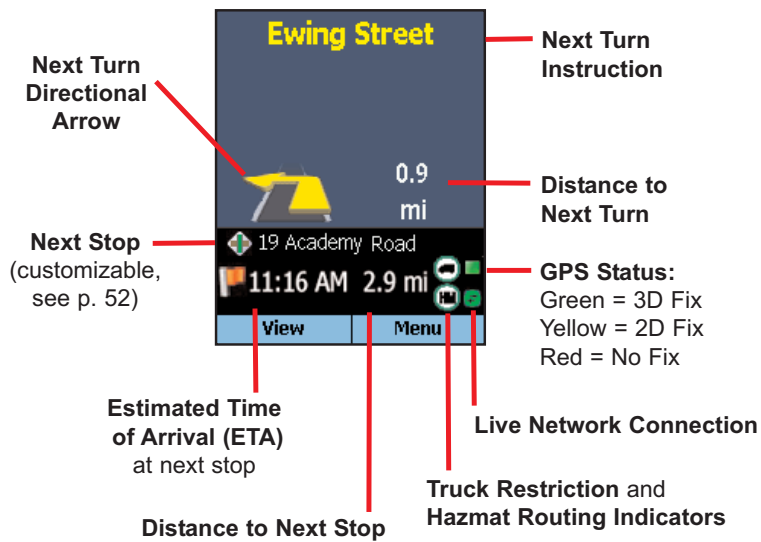
Once you have entered at least one stop in the **Select Stop** screen, you're ready to start driving with CoPilot! You'll receive turn-by-turn directions and maps to guide you safely to your destination. As you drive, CoPilot's dynamic directions will instantly recalculate your route if you take a wrong turn or decide to go a different way. In addition, CoPilot can calculate a detour from your current position, giving you the option to accept the new route or to cancel it and return to the your original route at any time.

CoPilot speaks directions out loud to you, and also displays them on your Smartphone screen. There are three guidance screens to choose from: **Safety View**, **Map** (four views), and **Itinerary**.

Safety View

The **Safety View** displays a text-only screen when your speed exceeds 10 m.p.h. and is the recommended view for safe driving. When you're within .7 miles of a turn or driving less than 10 m.p.h., CoPilot automatically switches to the Map Views display.

The Safety View can be accessed from other guidance screens by pressing the **View** softkey and choosing **Safety View**.



Map Views

The CoPilot map screen displays when you are traveling at less than 10 m.p.h. and .7 miles before each turn. It combines a detailed map display with concise text instructions.

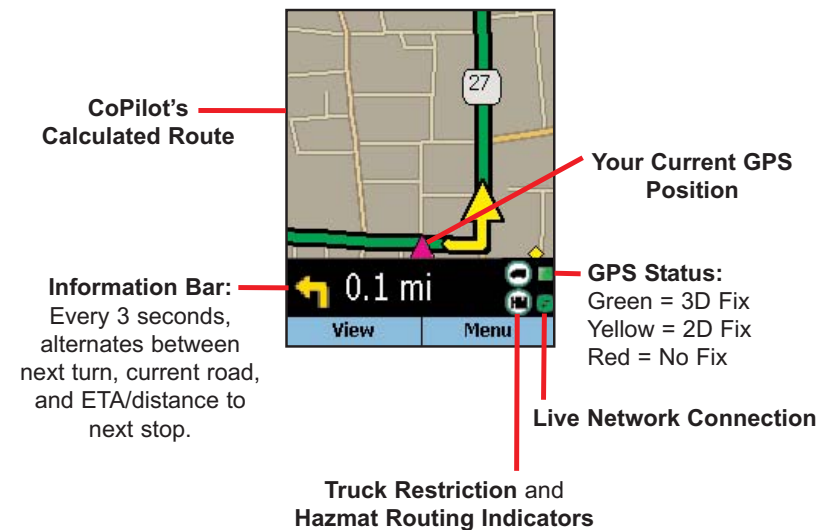
In any of the four Map views, your current GPS position is displayed and you are tracked in real time as you drive. To choose a Map view, press the **View** softkey and make your selection:

Next Turn Map — This view frames your current location up to the next turn on your route.

Where Am I Map — Select this option to frame a close-up view of your current location.

Next Stop Map — This view frames your route from your current location to the next stop.

3D Map — This option changes CoPilot's two-dimensional default display mode to a three-dimensional perspective based off an isometric camera angle.



Zooming and Shifting Your Map View

To zoom your view of the map in or out, press the **Menu** softkey and select **Zoom In** or **Zoom Out**. Or, press the **Action** key to display the zoom arrow, then press up to zoom in or down to zoom out. This action can be repeated until the minimum or maximum zoom level is reached.

To navigate to another area of the map, use the **Action** key as a navigation pad: press up, down, left, or right as many times as you like.



Itinerary View

The Trip Itinerary is a scrollable set of driving directions for the current trip. Individual roads on your Itinerary can be avoided using the **Menu** in this screen — highlight the road to avoid and select **Actions > Avoid Road**.

Turn Instruction	Mile
Route 571 East (... <...	<...
Southfield Road	0.1
Mc Getrick Lane	0.2
Route 571 West ...	3.0
Route 571 West ...	1.1
US-1 North	0.5
Harrison Street	1.5
NI-27 North (Nas	2.2

2:28 PM 8.7 mi

View Menu

Distance between turns

Direction of turns along your route

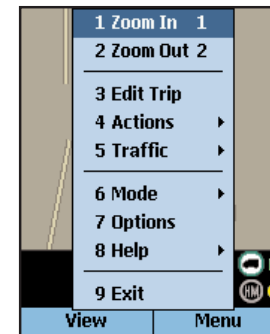
Roads for upcoming turns

Trip Editing

To make changes to your trip at any time from the guidance screens, press the **Menu** softkey and choose **Edit Trip**. This will return you to the **My Stops** screen where all your stops are listed. From there, select any stop to open a menu of stop options.

Basic Menu Options for Trip Editing

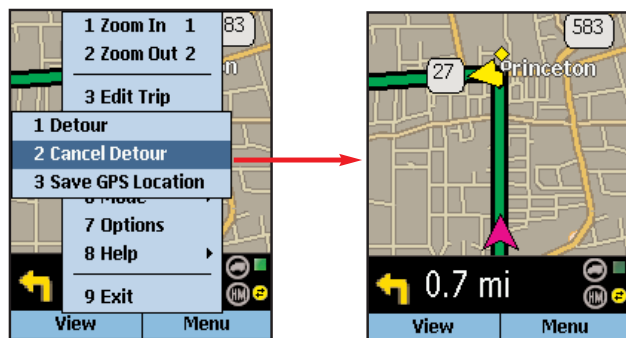
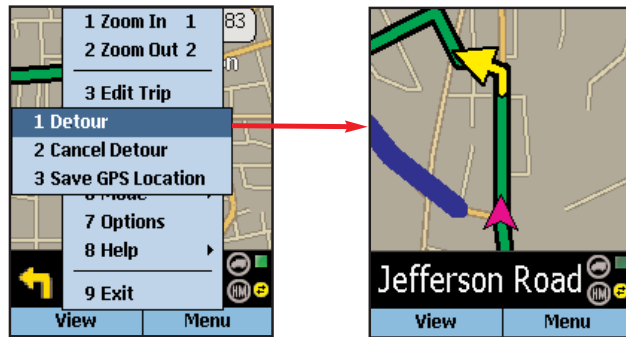
- Zoom In/Out** In the map screen, zooms your view in/out.
- Edit Trip** Navigates to the **My Stops** screen for trip editing.
- Actions >**
 - Delete:** Deletes the highlighted stop.
 - Delete All:** Deletes all stops.
 - Set as Waypoint:** Turns a stop into a waypoint (see p. 46).
 - Optimize Stops:** Reorganizes stops in the most efficient order, keeping the last stop the same. This action is not reversible.
 - Map:** Zooms to the highlighted stop on the map.
 - Move Up:** Moves the highlighted stop up on the list.
 - Move Down:** Moves the highlighted stop down.
- Traffic >** Displays real-time traffic information settings.
- Mode >** Opens the Mode menu — see p. 56.
- Options >** Opens the **Options** menu to change routing, mapping, and guidance settings — see p. 49-57.
- Help >** Displays CoPilot Help topics.
- Exit** Closes CoPilot.



Taking a Detour

If for any reason you find that you want to take an alternate route around a particular road segment — no problem! CoPilot can calculate a detour on command, tell you how much longer it will be, and then give you the option to accept the new route or cancel it and return to the original route at any time.

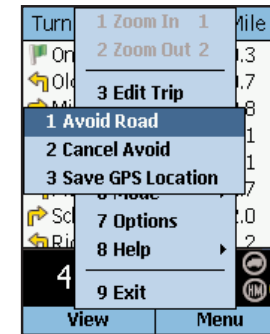
To have CoPilot generate a detour, press the **View** softkey in either the Safety or Map screen. Then select **Actions > Detour**. You will see the new route appear on the map (your old route will be drawn in blue). To reject the new route and return to the original route at any time, select **Actions > Cancel Detour**.



Selective Routing — Avoiding Roads

To avoid an individual road and have CoPilot calculate another route around that road, you must be in the **Itinerary** screen. From there, highlight the road you want to avoid in the scrollable list and highlight it, then press the **Menu** softkey and select **Actions > Avoid Road**.

To cancel any road preferences that have been set and return to your original route, select **Actions > Cancel Avoid**.



Selective Routing — What Are Waypoints?

“Waypoints” are not treated like stops in the Itinerary for your trip, their purpose is to guide CoPilot route calculations along roads that you choose.

To change a stop to a waypoint, highlight the stop in the **My Stops** screen, press the **Menu** softkey, then select **Actions > Set as Waypoint**. On the stop list, the flag icon next to this stop will be replaced by a round icon with an arrow pointing to the right.

To change a waypoint back to a stop, choose **Actions > Set as Stop** from the menu.

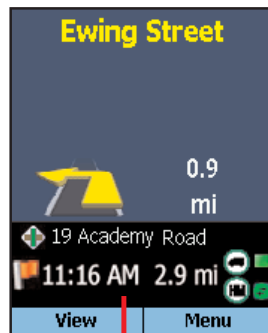
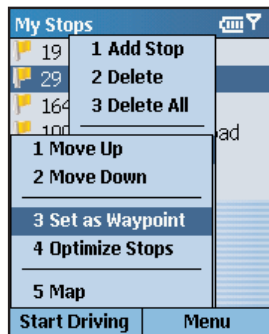
CoPilot ignores waypoints when calculating the ETA and distance to the next stop, so setting waypoints can be used to get the ETA and distance to a stop that is not your next stop (see *Getting ETA's and Distances*, p. 47).

Getting ETA's and Distances

The estimated time of arrival (ETA) and distance to your next stop will always be shown at the bottom of the Safety screen. To bring up the Safety screen, enter one or more stops, press the **Start Driving** softkey, then select **Safety View** from the **View** menu.

If your trip has multiple stops and you want to know the ETA for a destination that is not the next stop, designate the stops between your current location and the target stop as waypoints — highlight each one in the **My Stops** screen, then press the **Menu** softkey and choose **Actions > Set as Waypoint**. When all intermediate stops have been changed to waypoints, the Safety screen will display the ETA to your final destination.

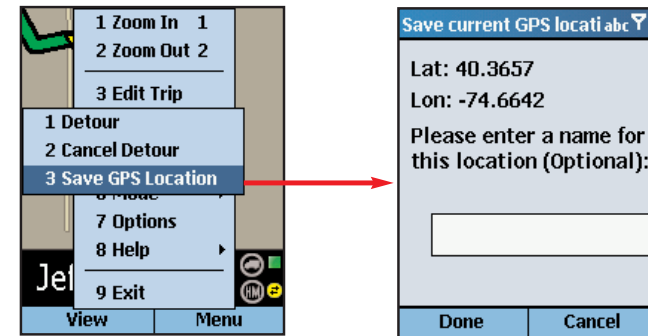
The waypoints you created can be easily changed back to stops — highlight each one, press the **Menu** softkey, and select **Actions > Set as Stop**.



ETA and Distance to Next Stop

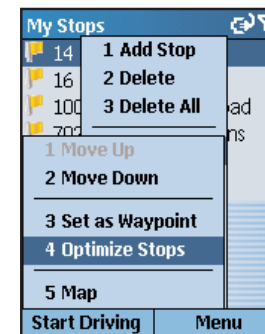
Saving a Current Location as a Favorite

To save your current location as a Favorite, press the **Menu** softkey in the Safety or Map screen, then select **Actions > Save GPS Location**.

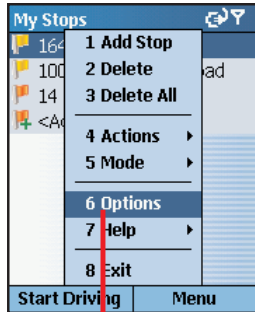


Optimizing Your Stop Order

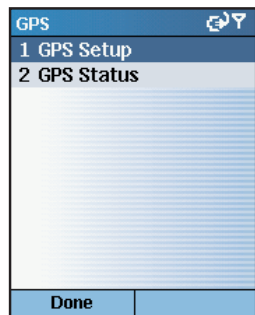
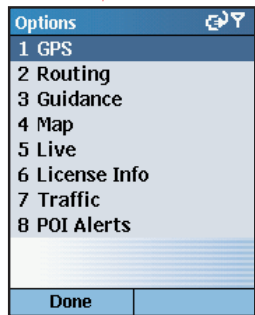
To rearrange the stops on your trip in the most efficient order, press the **Menu** softkey in the **My Stops** screen, then select **Actions > Optimize Stops**. You must have at least three stops to optimize — the destination always remains the same.



Options



Press the **Menu** softkey in the **My Stops** screen or any guidance screen, then select **Options** to access a menu of CoPilot options.



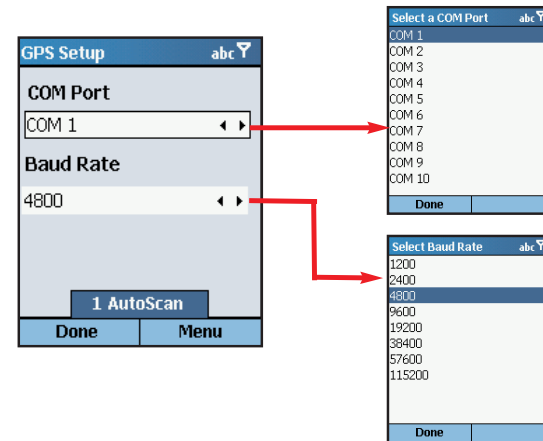
GPS Options

Select **GPS** in the **Options** menu. The **GPS** screen provides tools for setting up and viewing your Smartphone's GPS functionality.

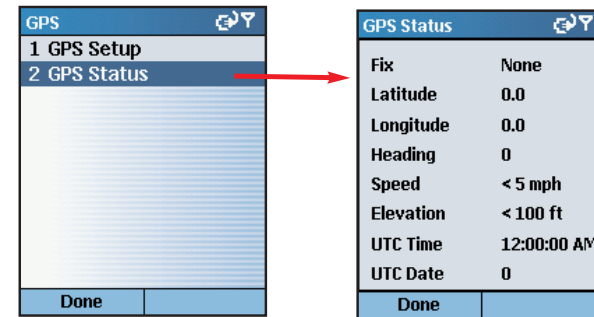
Select **GPS Setup** to access the setup tools. Press the **Menu** softkey, then **Autoscan** to have CoPilot search for your Smartphone's GPS receiver. When your receiver is detected, you'll see the message "GPS connection configured successfully". Press **Done** to continue.

If the **COM Port** or **Baud Rate** setting needs to be changed, press the **Action** key on either setting to open a pick list of choices, select one and then press **Done**.

See *Hardware Setup*, p. 4, for more information.



To view your satellite activity at any time, in the **GPS** screen choose **GPS Status**. Here you will receive information about the quality of your current GPS fix, your current speed and lat/long position, heading, elevation, time and date.





Routing Options

Select **Options > Routing** from the menu in any guidance screen. In this screen CoPilot gives you a variety of truck-specific routing options.

Truck Routing Type:

CoPilot Truck's **Practical** and **Shortest** route types are based on ALK's industry-standard PC*MILER Practical routing, which models the trade-off between taking the most direct

path and staying on major, high quality highways. Interstate highways are given a higher priority than toll roads, which in turn are given a higher priority than secondary highways, and so on. CoPilot's Practical routings consider distance, road quality, terrain, urban\rural classifications, truck-restricted roads, and designated principal and secondary through routes. **Shortest** routing travels the least distance where possible while maintaining some level of practicality.

Practical or Shortest routing can be combined with any of the other CoPilot routing options (described below, p. 51-53).

Restricted Roads:

This setting gives you a choice between Heavy Vehicle and Light Vehicle routing. When **Avoid** is selected (this is the default setting), Heavy Vehicle routing is in effect, so both truck-prohibited and truck-restricted roads will always be avoided on routes that are calculated by CoPilot. In addition, Heavy Vehicle routing takes nationwide 13' 6" height restrictions into account. A heavy vehicle is one weighing at least 80,000 pounds; a light vehicle weighs less than 80,000 pounds.

Select **Don't Avoid** to activate Light Vehicle routing. Light Vehicle routing avoids truck-prohibited roads, but truck-restricted roads are considered for a route. CoPilot Truck normally gives preference to Interstates, major highways, and major thru-roads where possible.

Your guidance screen displays an indicator for the road restriction setting:

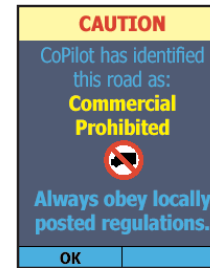


Heavy Vehicle routing active (avoids all restricted roads)



Light Vehicle routing active (only truck-prohibited roads are avoided)

Regardless of which restriction setting is chosen, CoPilot will display a warning message if you turn onto a **commercial-prohibited** road. When Heavy Vehicle routing is active ("Avoid" is selected), a warning message will also pop up if you turn onto any **truck-restricted** road. You must press **OK** to hide the alert and continue using CoPilot — these alerts never disappear automatically.



Hazmat Routing:

CoPilot Truck can calculate routes for hazardous materials based on over twenty different road categories and four route options. Hazmat route options include: **General**, **Explosives** (1.1-1.3), **Inhalants**, and **Radioactive**. By default, Hazmat routing is turned off. On-screen indicators are:



General



Inhalants



Explosives



Radioactive

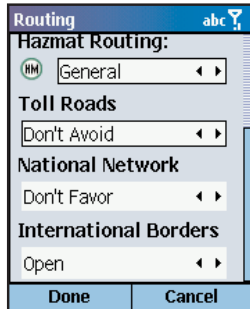
When Hazmat routing is active, CoPilot will generate an on-screen alert on prohibited roads. You must press **OK** to continue using CoPilot.



Note: Hazardous material routing restriction/designation data used in CoPilot Truck's Hazmat route calculations is based on data provided by the Federal Motor Carrier Safety Administration (FMCSA) and various other state and federal sources.

Toll Roads:

Select **Avoid** to avoid tolls. CoPilot Truck provides this routing option for carriers who desire to avoid long stretches of toll roads. Toll avoidance routing will avoid long stretches of toll roads but won't take long, impractical detours to avoid toll bridges and tunnels. For example, a route from Boston, MA to Albany, NY will avoid the Massachusetts Turnpike, but a route from Camden, NJ to Philadelphia, PA will include a toll bridge. May be combined with Practical or Shortest routing.



National Network:

The National Network is a government-designated system of highways originally established by the Surface Transportation Assistance Act of 1982. The National Network includes the Interstate System (several minor segments are not included), and many selected US and state highways. Highways continue to be added to the National Network by federal and state governments.

CoPilot Truck National Network routing represents distances and driving routes which

are most reasonable and legal for the larger trucks authorized by the Surface Transportation Assistance Act of 1982.

If **Favor** is selected, CoPilot's calculated routes will stay on the National Network to the maximum extent possible. Given that many areas are not directly served by the National Network, the origin and stop-offs of your route may not be on the National Network. In these cases CoPilot will take the shortest reasonable path from the origin and stop-offs to the Network.

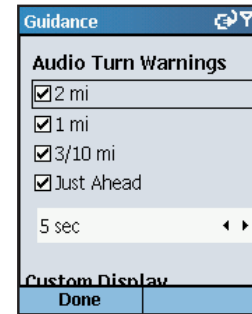
Select **Favor with 53' Trailer** for enhanced routing specifically for 53' trailers. Either National Network option may be combined with Practical or Shortest routing.

International Borders:

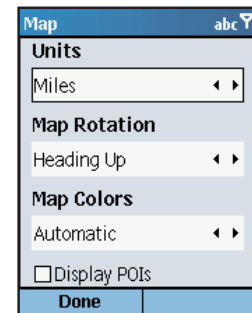
This option refers to Intra-US, Intra-Canada, and Intra-Mexico routing. If **Open** is selected, the route you generate will ignore international boundaries when necessary to come up with the best route. If **Closed** is selected, borders won't be crossed; for example, if all your stops are in the United States, the resulting route will stay in the United States even though the most practical or shortest route would normally involve some Canadian mileage.

Guidance Options

Select **Guidance** in the **Options** menu. In the **Guidance** screen, the settings under **Audio Turn Warnings** determine how often and where CoPilot will give you next turn information out loud. All, none, or some boxes can be checked. A pick list gives the options for **Just Ahead**: by default you will be alerted **5 sec/100 ft** before every turn (5 seconds or 100 feet, whichever is closest), but you can choose to have CoPilot speak to you sooner (from 2 - 8 seconds before each turn, or 100 feet).



The pick list under **Custom Display** (you need to scroll down to see it) includes display options for the customizable data line in the Safety View guidance screen. You can choose to have this line display the next stop (destination), current road, nearest crossroad, nearest major road, nearest town, current time, ETA, current speed, elevation, or heading.



Map Options

Select **Map** in the **Options** menu. Settings in the **Map** options screen are:

Unit — Use the pick list to choose **Miles** or **Kilometers** as the unit of distance.

Map Rotation — Choose **Heading Up** to have the map display always track your position moving upward, or **North Up** to always maintain north at the top of the map as you drive.

Map Colors — CoPilot offers **Day** and **Night** display modes. Colors are darker and glare is reduced in Night mode. Choose **Automatic** to have the mode switch automatically according to time of day.

Display POIs — Check to display Points of Interest (POI) on the map. If your map is too cluttered, you may want to turn this option off.

Display Turn Restrictions — When checked, one-way streets and other turn restrictions are noted on the map.

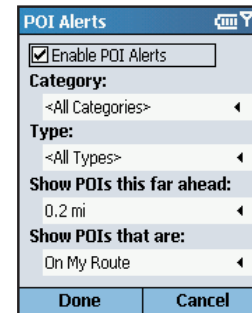


Live Options

Select **Live** in the **Options** menu.

CoPilot Live allows you to maintain two-way communication with drivers who are using CoPilot and to actually see where they are currently located. You can do this using a computer with CoPilot installed or from our CoPilot Live web page.

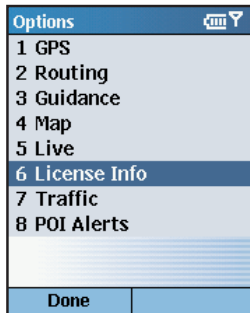
See *CoPilot Live Communications*, p. 75-77, for a complete description of these features.



POI Alerts

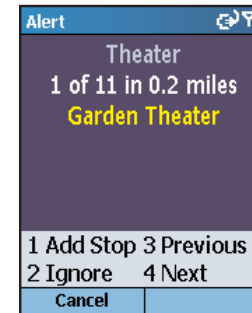
Select **POI Alerts** in the **Options** menu.

To toggle the POI Alerts feature on or off, press the **Action** key on **Enable POI Alerts**. This screen also lets you change settings that determine when and where alerts will be activated.



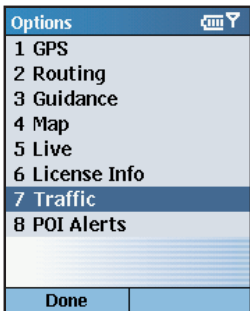
Upgrade License

Select **Upgrade License** in the **Options** menu. This screen enables you to upgrade your current version of CoPilot (see p. 8).



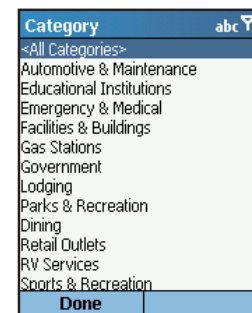
When **POI Alerts** is enabled, CoPilot will alert you with a verbal prompt each time you approach a Point of Interest on or near your route. A screen alert will also appear (like the one shown at left), giving you the option to:

- 1- Add the POI as a stop on your route
- 2- Ignore (you can also press **Cancel**)
- 3- Go back to the previous screen alert
- 4- Move forward to the next screen alert

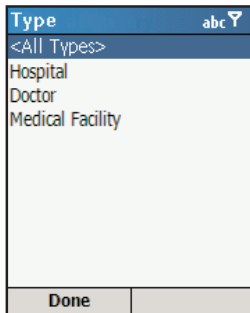


Traffic Options

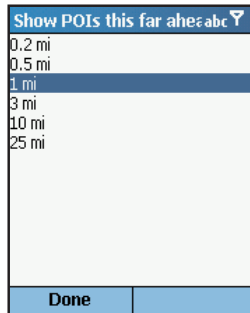
See *Real-Time Traffic Information*, p. 78-81.



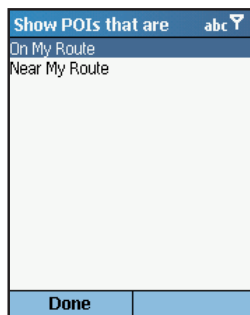
You can select one category of POI that you want to be alerted to from the **Category** list.



You can select one type of POI that you want to be alerted to from the **Type** list.



In the **Show POIs this far ahead** screen, set the distance at which you would like to receive an alert as you approach each POI. (The CoPilot default is .2 miles.)



You can use the **Show POIs that are**: pick list to increase the number of alerts you receive by selecting **Near My Route**. (By default, CoPilot detects only POIs that are directly on your route.)

CoPilot Modes

CoPilot has four modes of operation on your Smartphone. To switch modes, press **Menu > Mode** in the **My Stops** screen or any guidance screen.

Guidance Mode

In Guidance Mode, you enter one or more destinations, then press **Start Driving** to start driving and receive guidance. This mode provides you with on-screen and spoken driving directions and other information relevant to your trip, such as estimated time of arrival (ETA) and distance to the next stop.

To receive driving directions and other data, you must have a GPS receiver that CoPilot recognizes and the receiver must be in a good position to receive signals.

Navigating Mode

While in Navigating Mode, CoPilot will track your position as you drive. Unlike in Guidance Mode, you won't receive turn instructions or voice prompts.

This tracking feature is an ideal way to see your location on the map if you don't want to be distracted by CoPilot's guidance features. Note that you must have a GPS signal.

Walking Mode

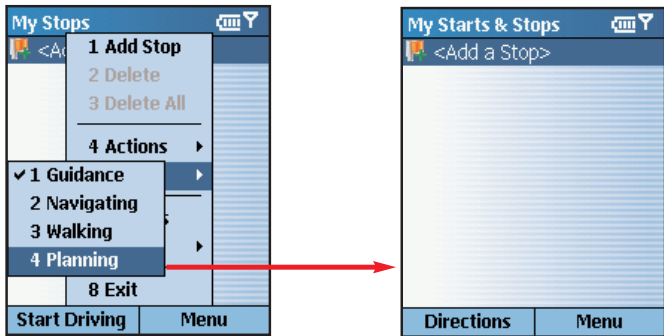
Take CoPilot with you wherever you go! Walking Mode provides an as-the-crow-flies distance and direction line to your destination, directions that are perfect for walking. A GPS receiver must be attached and receiving signals.

Planning Mode

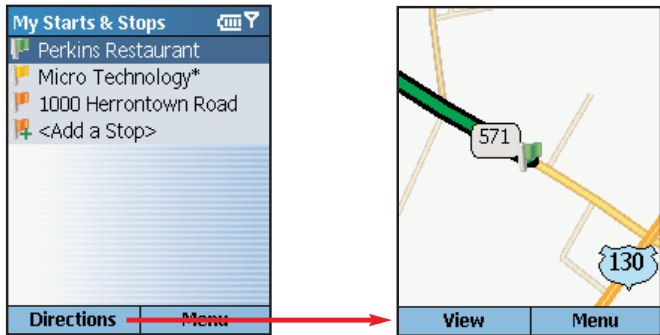
Planning Mode lets you use your Smartphone as a pre-trip planning tool or easy-to-use reference guide. Planning Mode lets you view static maps and directions without the need for a GPS receiver.

Trip Planning On Your Smartphone

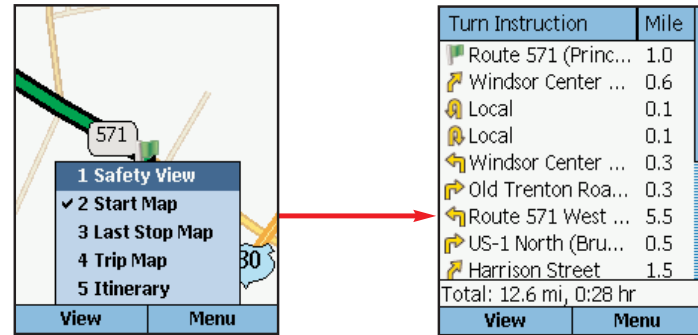
You can use CoPilot on your Smartphone for trip planning whether or not the GPS receiver is connected and receiving data. In Planning Mode you can run a trip even when you're not in your car. You'll get driving directions and maps to use as a reference before your trip begins.



1. First turn on your Smartphone and launch CoPilot. In the **My Stops** screen, press **Menu > Mode** and select **Planning**.
2. The **My Starts & Stops** screen will open. Press the **Action** key on **<Add a Stop>**, then add stops to your trip.



3. You should enter stops in reverse order (destination first, origin last) — the first stop in the **My Starts & Stops** list is the starting point of your trip. Press the **Directions** softkey when all stops have been entered to generate an Itinerary.
4. Now you'll see your route on the map.



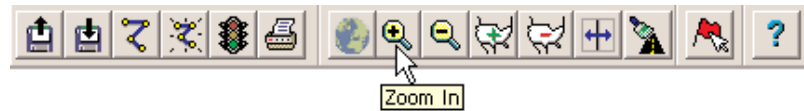
5. In the Map screen, the **View** menu gives you a choice of three map views: **Start Map** (zoomed to your starting location), **Last Stop Map** (zoomed to your final destination), and **Trip Map** (zoomed out to show the whole route).
6. To see driving directions, press **View** and select **Itinerary**.

Trip Planning On Your Desktop

You can use CoPilot's desktop functions to map out routes and print maps and driving directions before getting on the road. Desktop trip planning is an additional feature of CoPilot that is in no way connected to using your Smartphone for route guidance.

On the following pages you will find brief descriptions of CoPilot's desktop trip planning capabilities. For more detailed descriptions, open CoPilot Help from the desktop application (**Help** menu > **Help Contents and Search**, or click the **Help** button on the toolbar). Go to **Desktop Trip Planning** in the **Contents** tab.

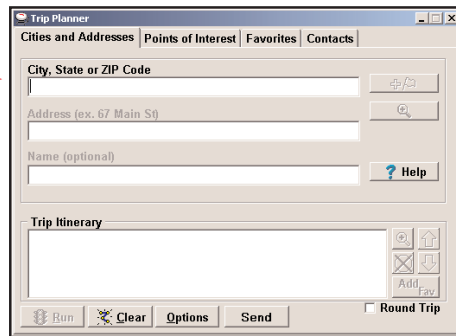
To begin planning a trip on your desktop, click the **Planning** icon in the sidebar to the left of the map. Using the drop-down menus you can select from a number of planning features. Many of these features can also be accessed from the toolbar. Place your cursor on any toolbar button without clicking to see what it does.



New Trip



New Trip button or **New Trip** in the **File** menu.

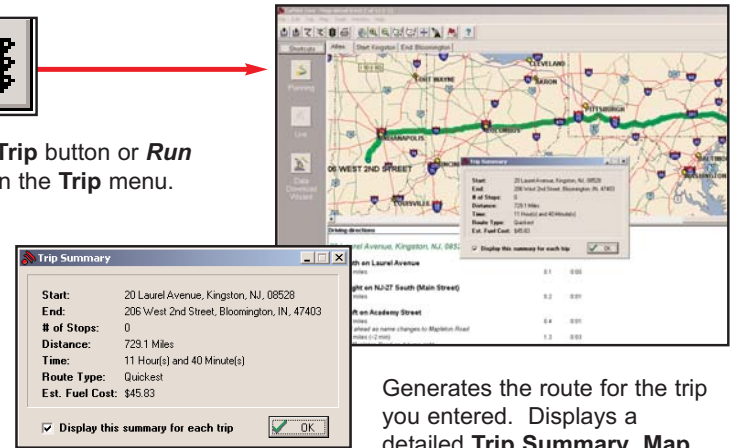


Opens the *Trip Planner* window where you can create a new trip, arrange the order of stops on your route, add or edit **Favorites** (these can be downloaded to your Smartphone along with map data), search for **Points of Interest**, or use your **Contacts** database to add stops to your trip. Click **Run** to receive driving directions and a map.

Run Trip



Run Trip button or **Run Trip** in the **Trip** menu.

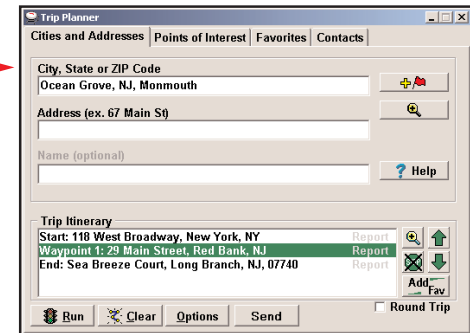


Generates the route for the trip you entered. Displays a detailed **Trip Summary**, **Map** and **Driving Directions**.

Edit Trip



Edit Trip button or **Edit Trip** in the **Trip** menu.

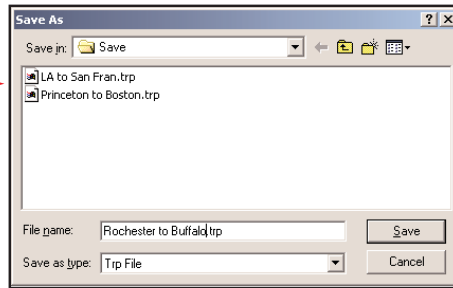


Takes you back to the *Trip Planner* window where you can edit stops on your existing trip or click **Clear** to delete all stops and begin a new trip.

Save Trip



Save Trip button or **Save Trip.../Save Trip As...** in the **File** menu.

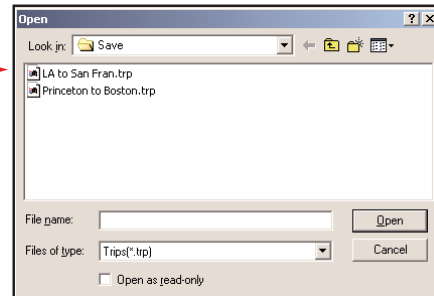


Opens a standard Windows dialog where you can name your trip and save it to your hard drive either before or after running it in the *Trip Planner*.

Open Trip



Open Trip button or **Open Trip...** in the **File** menu.

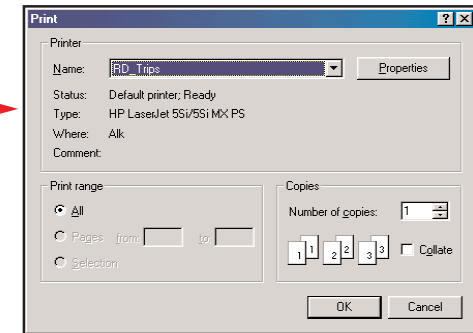


Opens a standard Windows dialog where you can select a saved trip to open in the *Trip Planner* window.

Print



Print button or **Print...** in the **File** menu.

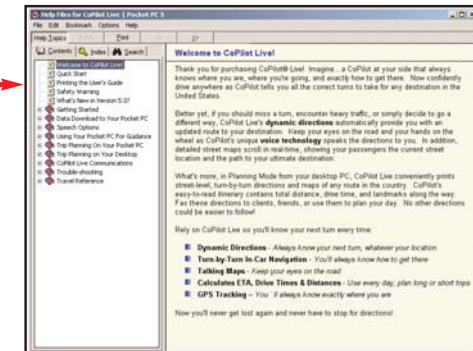


Takes you to the standard Windows **Print** options for printing the active window that contains your map or driving directions. Activate the map or directions by clicking on it or selecting it in the **Window** menu. Select **Print TravPak...** from the **File** menu to print driving directions, an overview map, and a zoomed map of each stop.

Help



Help button or **Help Contents and Search** in the **Help** menu.



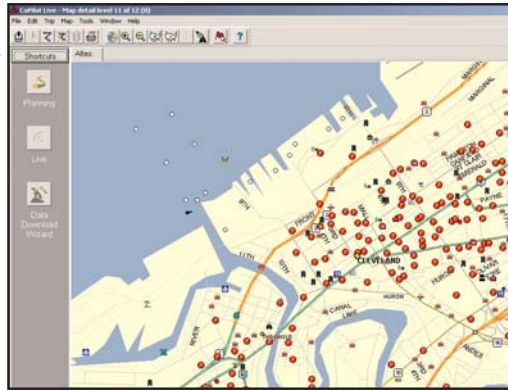
Opens the CoPilot Help window with the **Contents** tab open on the left. From here you can search for help by topic, use the **Index**, or **Search** for a word or phrase.

Zoom In



Zoom In button or **Zoom In** in the **Map** menu.

Each time you click this button, your view will be zoomed in by one increment. The zoom level is shown in the title bar of the map window.

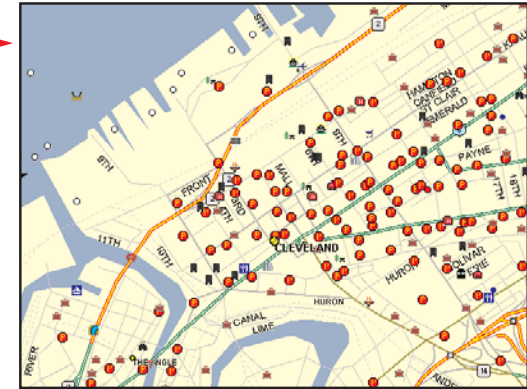


More Detail



More Detail button or **Detail > Show More** in the **Map** menu.

Click once to increase the level of detail you see on the map by one increment without changing the zoom level.

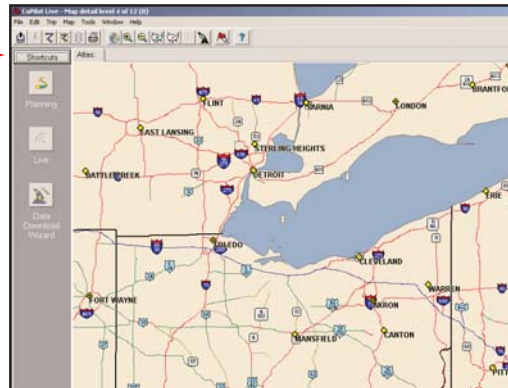


Zoom Out



Zoom Out button or **Zoom Out** in the **Map** menu.

Each time you click this button, your view will be zoomed out by one increment. The zoom level is shown in the title bar of the map window.

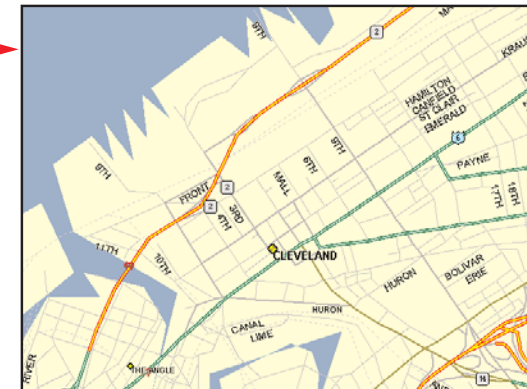


Less Detail

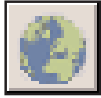


Less Detail button or **Detail > Show Less** in the **Map** menu.

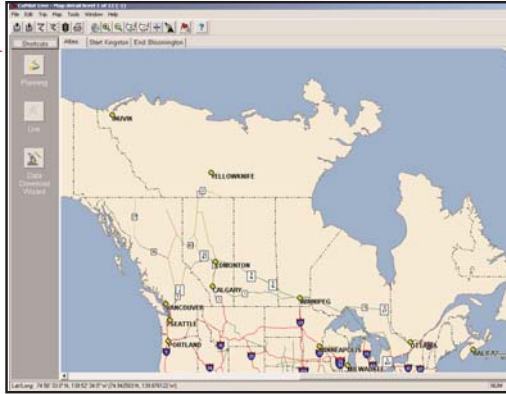
Click once to decrease the level of detail you see on the map by one increment without changing the zoom level.



Zoom To Region



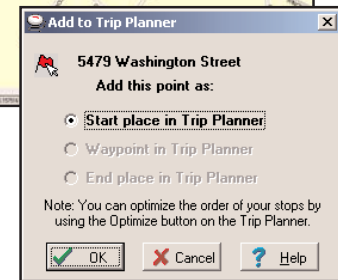
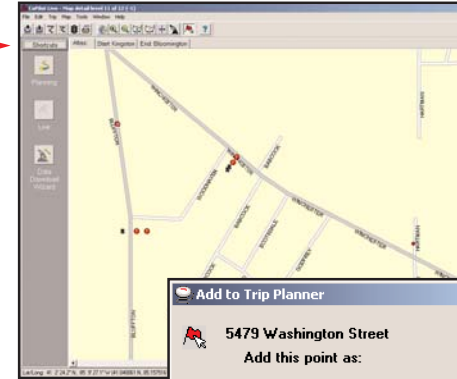
Zoom to Region button or **Zoom Region** in the **Map** menu. This function allows you to zoom your map view to a specific area. Choices in the sub-menu will depend on which CoPilot data region(s) were purchased.



Pick Stops



To turn on *Pick Stop* mode, click the **Pick Stops** button or right-click on the map and select **Pick Stops**. Then click on any point to enter it as a stop. Your map view must be zoomed in to level 11 or 12 (level is displayed in the CoPilot window title bar).

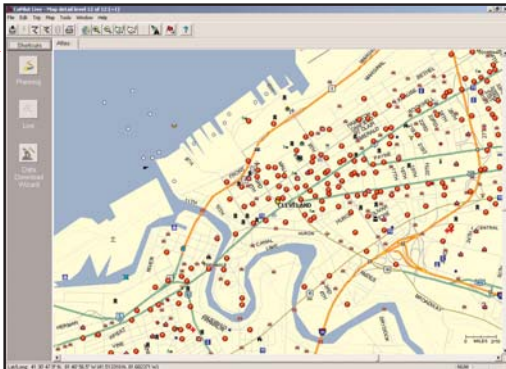


In the dialog that opens, you can choose to enter the point as a start place, a waypoint, or a destination.

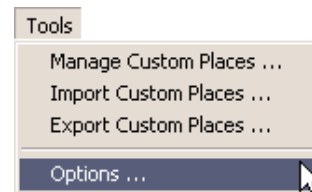
Refresh Map



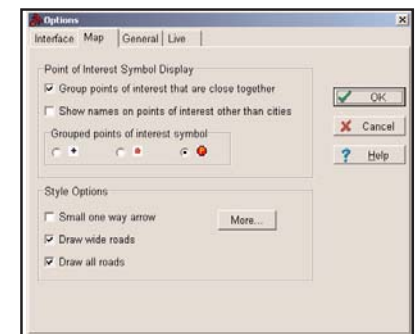
Refresh Map button or **Refresh Map** in the **Map** menu. When scrolling through a map you may notice it takes a few seconds for all the data to catch up. This function will snap the entire screen to a new map.



Options (Tools Menu)

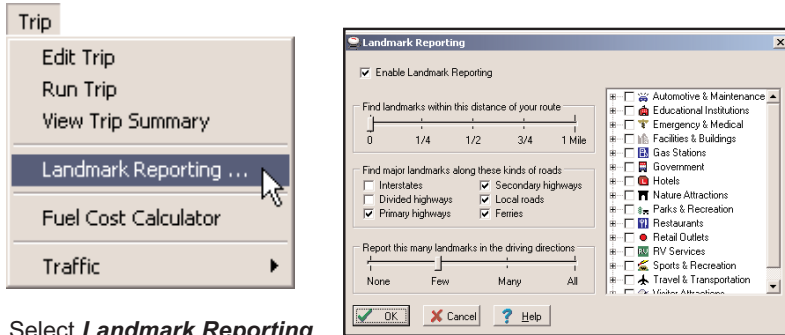


Select **Options** from the drop-down **Tools** menu.



In this window you can change the way you view your desktop maps and various application settings. For example, in the **General** tab you can choose the measure of distance (miles vs. kilometers), and the **Map** tab lets you adjust the appearance of features on the map such as roads and points of interest.

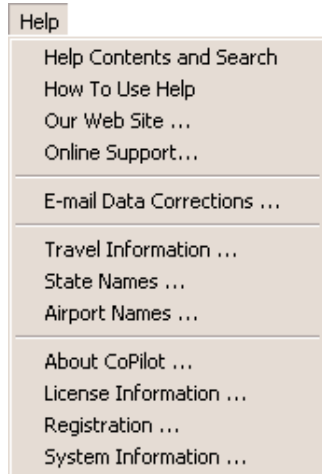
Landmark Reporting



Select **Landmark Reporting** from the drop-down **Trip** menu.

In this window you can control how many landmarks CoPilot points out when generating driving directions.

Help Menu



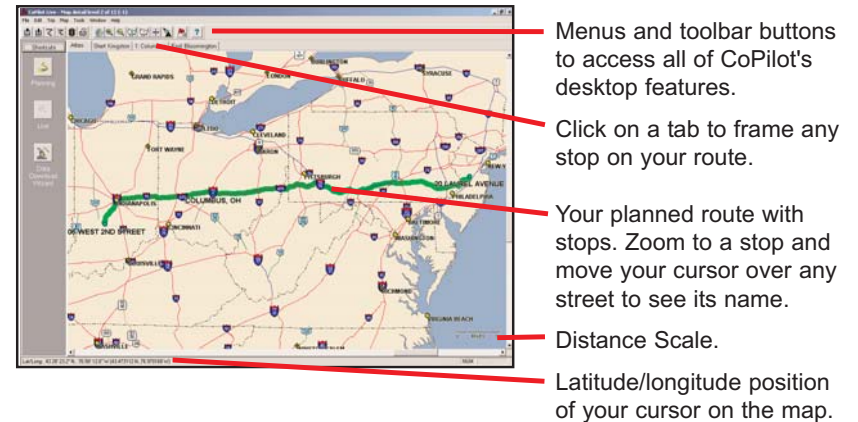
Use the drop-down **Help** menu to access CoPilot Help for assistance with all aspects of the software and to quickly access ALK's web site.

(For North America only) In this menu you will also find helpful travel links and a link to the ALK data corrections e-mail address. With street-level data changing every day, you may discover some errors. Please drop us an e-mail. With your help we will be able to improve our map data with every update.

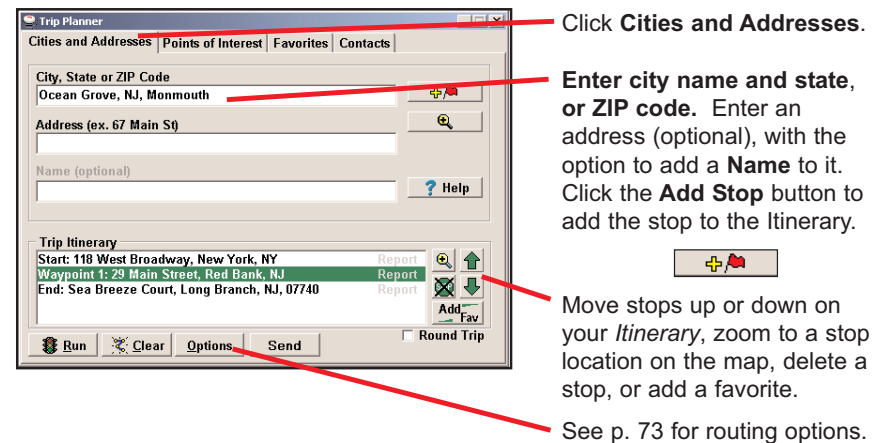
Reference: CoPilot on Your Desktop

The following is a guide to the main screens you will see as you use CoPilot on your desktop/laptop computer for trip planning.

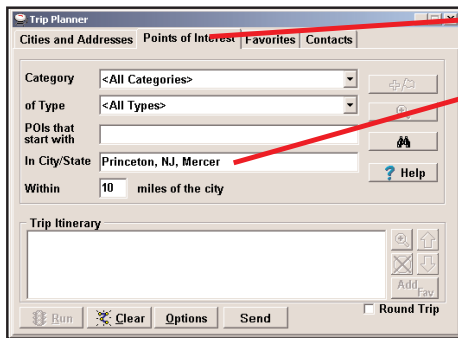
Map Window



Trip Planner Window (Cities & Addresses)



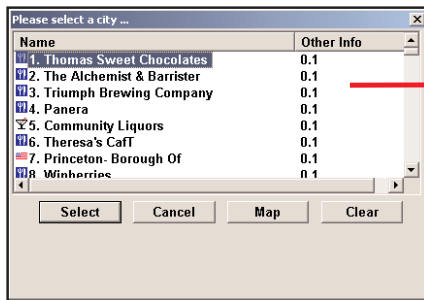
Trip Planner Window (Points of Interest)



Click **Points of Interest** tab.

Enter a city or ZIP code in which you would like to search, a radius within which to search, and choose a **category** and **type** from the drop-down menu.

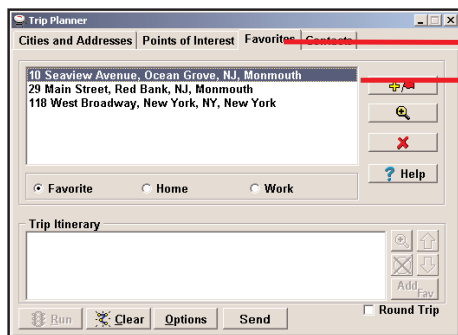
You can also enter a name to narrow down the search in the **POIs that start with** box.



Click the binoculars to start the search.

You will be given a list of matches to your search criteria. Highlight your selection and click **Select**. Click the **Add Stop** button to add it to your Itinerary.

Trip Planner Window (Favorites)

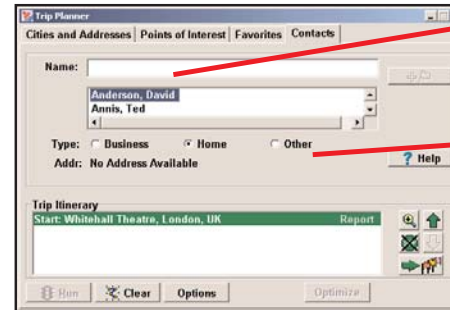


Select **Favorites** tab.

Highlight a selection from your list of places by clicking on it. You can zoom to it on the map, or **Delete** it from the list using the buttons to the right. Click the **Add Stop** button to add a favorite to your Itinerary.

See p. 73 for routing options.

Trip Planner Window (Contacts)



Enter a contact's first or last name and press <Enter>. CoPilot will search your Contacts database for matches.

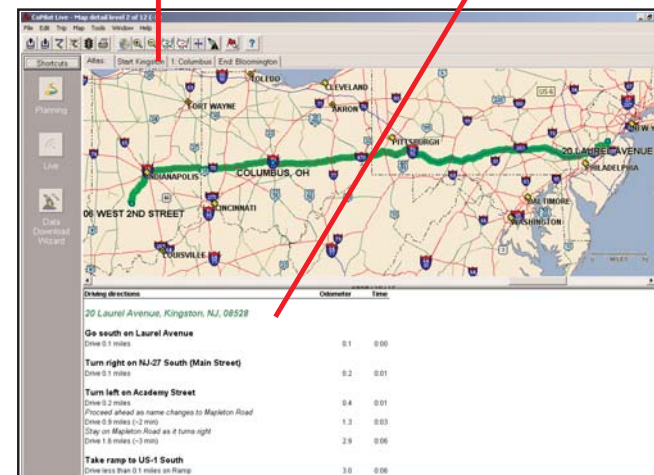
Select the Contacts address type (as defined in Outlook) to get the appropriate address, then click the **Add Stop** button to add it to your Itinerary.

Driving Directions and Map (Split Screen)

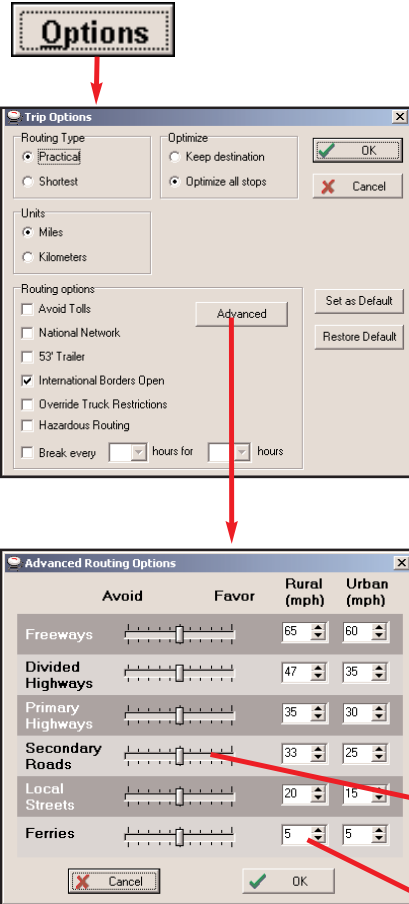
When you click **Run** in the Trip Planner window, your route will be calculated and driving directions and a map will display. To print either one, click on it and choose **Print** from the **File** menu. To print directions plus all map views, choose **TravPak Printing**.

Atlas, **Start**, and **End** tabs will zoom to the map view of those places respectively.

Driving directions give you turn-by-turn instructions including ramps and exits, and distance and time between turns.



Routing Options



Click the **Options** button in the Trip Planner window to access CoPilot routing options.

In the Trip Options window you can change various routing preferences. The **Routing Type** and **Routing Options** here are the same as the options on your mobile device (see p. 51-53).

The **Optimize** option affects how stops are ordered when you choose to optimize your list of stops for the most efficient stop order. **Keep destination** will keep the last stop fixed. Choose **Optimize all stops** to include the last stop in the optimization. The first stop always stays the same in an optimized route.

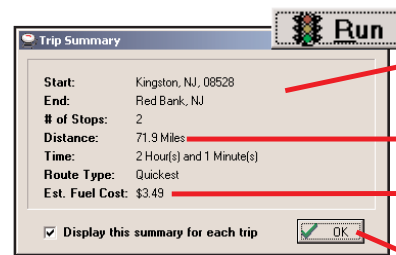
Under Units, choose to have route distances reported in **Miles** or **Kilometers**.

Click **Advanced** to set general road preferences.

Drag the sliding bars to the left or right to avoid or favor each road type.

Set the road speeds CoPilot uses in its route calculations for each type of road by either typing or clicking the up and down arrows under **Rural** and **Urban** for each road type.

Trip Summary



Select **Run** in the *Trip Planner* window to run the trip.

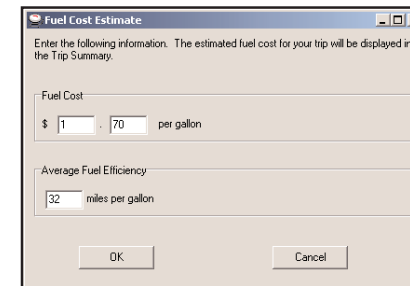
The *Trip Summary* will show start and end places, and the number of stops in between them.

Total distance and time for trip.

Estimated fuel cost for your trip based on entries in the *Fuel Cost Calculator* (**Trip** menu).

Click **OK** to view map and driving directions.

Fuel Cost Calculator



To calculate an estimate of your fuel costs for a trip, select **Fuel Cost Calculator** from the **Trip** menu before you run your route.

Fill in the average cost per gallon of fuel that you expect to pay, and the distance per gallon you can expect to get in your vehicle. Click **OK**, then run your trip. A fuel cost estimate based on what you entered will be calculated and shown in the Trip Summary that CoPilot creates for every trip you run.

Copilot Live Communications

CoPilot Live allows you to maintain two-way communication with drivers who are using CoPilot and to actually see where they are currently located. You can do this using a computer with CoPilot installed or from our CoPilot Live web page.

Using this CoPilot Live functionality requires the following:

- 1) **If you want to track and message other drivers from a desktop or laptop computer:** Your PC must be connected to the internet and CoPilot must be installed; or, if your computer does not have CoPilot installed, you must have access to our CoPilot Live web page through a normal web browser.
- 2) **If you want others to track and send messages to you:** CoPilot Live must be running on your Smartphone in your vehicle. You must have a wireless Internet connection.

About the CoPilot Live Web Page

As a CoPilot user, you can create an account on our website that allows your family, friends, and coworkers to "see" you and communicate with you anywhere in the world!

Through the website you can do all of the following:

- 1) Send text messages to CoPilot users on the road, using large, customizable, one-touch response buttons to ensure driver safety.
- 2) Real-time tracking of other people who are on the road. See their current location, destination, ETA and much more on a map.
- 3) Send trip itinerary updates including new stops and revised destinations — you can coordinate a change in plans with someone who's on the road right now.
- 4) Create an online account from where you can send temporary or permanent tracking numbers to friends and family, giving you tighter control of the security so you know who has access to you while you're on the road. You can also create and join groups with other CoPilot users, and manage all your account preferences.

To see a demo and read more about CoPilot's Live capabilities, visit ALK's CoPilot Live web page at <http://live.alk.com> (North America) or <http://live.alk.eu.com> (Europe). Click the **Demo** or **Help** button at the top of the home page.

Setting Up a CoPilot Live Web Account

To use Live capabilities, your Smartphone must have a wireless Internet connection.

1. **Create your account** on the CoPilot Live web site.
 - a. Go to the web site for your region:
 - i. North America: <http://live.alk.com/newaccount.aspx>
 - ii. Europe: <http://live.alk.eu.com/newaccount.aspx>
 - b. Choose a username and password that you will use to login to the CoPilot Live network.
 - c. Fill in the rest of the required information.
 - d. Click "**Submit**" to create your account.
2. **Account maintenance**
 - a. You can log in to your account here:
 - i. North America: <http://live.alk.com/login.aspx?user=>
 - ii. Europe: <http://live.alk.eu.com/login.aspx?user=>
 - b. Once logged in to your account, you can manage your user profile and Live Invitations.
3. **Set up your Smartphone** to log in to your CoPilot Live account.
 - a. Press **Menu > Options**, then press **Live**.
 - b. Press **Login**.
 - c. Check "**Enable Live Messaging**".
 - d. Enter your account information:
 - i. **Screen name:** enter a name that will identify you to the person on the other end for messaging and tracking.
 - ii. **User name:** Enter the user name you created in Step 1.
 - iii. **Password:** Enter the password you created in Step 1.
 - e. Press **Done**. You will have to **restart** your phone for these changes to take effect.

NOTE: Your screen name, user name, and/or password can be changed as many times as you like. However, you'll need to change your user name or password on the Live Web page *before* changing them in CoPilot. This is *not* required for your screen name.

4. **Set up your desktop** to log in to your CoPilot Live account.
 - a. Open the CoPilot desktop program.
 - b. Click **Tools**, then click **Options**.
 - c. Click on the **Live** tab.
 - d. Check "**Enable Live Network**".
 - e. Enter the user name and password you created on the web site.

You are now set up for messaging and tracking from within CoPilot in Live Mode or on the web!

Additional Options on the Smartphone

With CoPilot open on your Smartphone, do the following to access additional Live options:

1. Press **Menu > Options**, then press **Live**.
2. Available settings:
 - a. **Hide Messages After:** This setting determines the length of time a message will be displayed before it is automatically hidden. To retrieve a hidden message, press **Menu > Options > Live > History**.
 - b. **Broadcast Position Every:** This setting determines how frequently your GPS position is sent to the web site.
 - c. **Invitations:** You can email Live Invitations so others can go to the web site and view your location on a map and send you text and trip messages.
 - d. **History:** View messages that you chose to defer or were automatically hidden.

Real-Time Traffic Information

In addition to providing users with pre-trip planning and GPS route guidance capabilities, CoPilot uses wireless communications to automatically send real-time information to drivers, notifying them of traffic incidents along the route ahead and potential alternate routes. As soon as the user selects a destination, CoPilot will provide dynamic driving directions and regularly updated traffic incident reports.

Real-Time Traffic in Guidance Mode

In Guidance Mode, CoPilot provides regularly updated traffic incident reports and alternate routes based on the user's destination and route ahead.

NOTE: In Guidance Mode CoPilot must have GPS acquisition, a user-inputted destination, and Internet access in order to provide real-time traffic information.

Traffic Options

To configure traffic options, on your Smartphone select **Menu > Options > Live > Traffic**.

Traffic Icon Display

CoPilot obtains traffic content from the server and displays the information in its maps and itinerary.

Map Display

Traffic incidents are displayed on the map as numbered, colored triangular icons. Any of the four icons below are used to reflect the location(s) and severity of traffic congestion where:

 = **Most** severe

 = Second most severe

 = Third most severe

 = **Least** severe

Traffic Report Content

Provided that CoPilot has GPS acquisition, a user-inputted destination, and access to the Internet, it will provide regularly updated traffic incident reports in Guidance Mode. As soon as the user selects a destination, CoPilot begins providing dynamic driving directions as well as regularly updated incident reports that include traffic incidents along the route ahead as well as potential alternate routes.

To configure traffic settings, on your Smartphone select **Menu > Options > Live > Traffic**.

Check Traffic

In addition to providing automatic traffic reports, CoPilot also allows users to manually check traffic on the route ahead. To manually check traffic, select **Menu > Traffic > Check Traffic**.

Traffic Report

Whether automatically provided by CoPilot or manually requested by the user, detailed traffic incident information is conveyed in the Traffic Report.

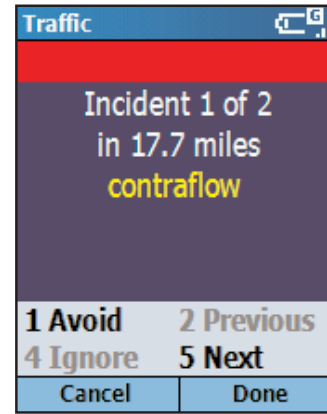
Incident severity is indicated by the colored bar at the top of the screen. See *Traffic Icon Display* (previous page) for an explanation of the four colors and their corresponding severity levels.

CoPilot details the number of traffic incidents detected, the particular incident being referenced, as well as the distance from your current location or inputted origin to that incident.

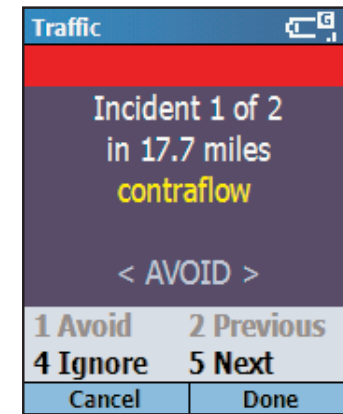
Press **1** to **Avoid** the incident or **2** to **Ignore** it. Press **Done** to calculate the new route. CoPilot will use your default incident action for unviewed incidents.

Clear Traffic

To remove all Traffic routing, select **Menu > Traffic > Clear Traffic**.



Traffic report showing severe congestion 17.7 miles ahead.



"Avoid" had been selected, and CoPilot will now route around this congestion.

Technical Support

After registering your software (see below), you're entitled to technical support and discounts on new versions of CoPilot Truck | Mobile. Check out ALK's web site for technical support documentation and posted answers to common questions. If the web site does not provide an answer to your question, technical support for registered users is available during standard business hours (9:00 am - 5:00 pm Monday-Friday). You should be at your computer and have your **Installation Product Key** available when you contact us (this code can be found on the front cover of the printed *Quick Start* that came with the product or on the supplied Product Key card).

Please be sure to reach us using the contact information for your region shown below. We are sorry, but our support staff in ALK's regional offices cannot respond to requests for assistance outside the areas they serve.

North America - Web: www.alk.com, E-mail: cptsupport@alk.com,
Fax: 609-252-8166, Phone: 800-377-6453

Europe - Web: www.alk.eu.com, E-mail: uksupport@alk.eu.com,
Postal: Suite 8, 4 Bloomsbury Square, London WC1A 2RP, UK
Phone: +44 (0)207 404 4222

Australia - Web: www.travroute.com.au/support.html,
E-mail: support@travroute.com.au, Phone: 03-9855-1498

Using Help Files

CoPilot provides extensive Help Files, available on your desktop/laptop and your Smartphone, to guide you through the program as you use it.

To access Help on your Smartphone, once the CoPilot application is launched, press **Menu > Help**.

In the desktop application, click on the **Help** button in any window to open a Help topic that describes how to use that window, or use the **Help** menu.

Software Registration

Registered users are entitled to technical support, discounts on new versions of CoPilot, new product information, and software enhancements.

NOTE: Software activation does NOT register your software, they are two separate processes.

In North America: Go to www.alk.com and click "Support Center"

In Europe: Go to www.alk.eu.com and click "Support Center".